

Feedback

Complaints or concerns are always taken seriously. Where appropriate, action is taken as part of our commitment to continuous improvement. We also note any positive comments you may have and these are passed on to the relevant staff.

How do I get in contact?

If you would like to provide feedback click here <https://www.bristolport.co.uk/contact-directions> ^[1]

You can also email John Chaplin, Director of External Affairs and Special Projects john.chaplin@bristolport.co.uk ^[2] or enquiries@bristolport.co.uk ^[3]

If urgent telephone us on 0117 982 0000. Many matters can be resolved there and then by the relevant department. If the matter cannot be resolved promptly, or if it is a more complex issue, we may ask you to put your comments in writing to us.

What happens next?

Routine matters are passed to the most appropriate department for attention. More serious concerns or complaints are passed to the Senior Management team.

How long will this take?

We try to deal with comments as effectively as possible. The time this takes will depend on the nature, complexity and circumstances of the matter, but we endeavour to reply within **24 hours**. We will let you know if we will be unable to do so.

Who should I contact if I do not hear anything within 28 days?

Please contact john.chapin@bristolport.co.uk ^[4]

What happens with complaints / concerns?

We consider any complaint to determine the most appropriate action. A detailed response will be sent as soon as we can, summarising our view of the matter and any proposed further steps.

If I am unhappy with the outcome of the process, what can I do?

If you are not satisfied you should let us know in writing. The matter will then be referred to the CEO of The Bristol Port Company.

Are records kept?

All positive or negative feedback received is logged and reported to senior management under quality management procedures which are subject to external independent audit on a regular basis. All outcomes are reviewed and monitored.

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Source URL:<https://www.bristolport.co.uk/feedback-0>

Links

[1] <https://www.bristolport.co.uk/contact-directions> [2] <mailto:john.chaplin@bristolport.co.uk> [3] <mailto:enquiries@bristolport.co.uk> [4] <mailto:john.chapin@bristolport.co.uk>