

# Central Cab Care Limited

## Treating Customers Fairly Policy statement

At Central Cab Care Ltd we pride ourselves on being able to deliver the best possible support to our customers, for our business

### Our aim is to provide

ABI 1<sup>st</sup> tier approved plated taxi vehicle replacement specialist, providing support services to the taxi / broker / insurance / accident management and accident repair industries through the supply of approved plated vehicle hire on credit to taxi drivers involved in non-fault accidents.

This aim is to reflect the culture and philosophy that is central to our activity. We recognise, however, that to fulfill this objective we must:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly
- Monitor calls and activities to ensure that each customer's enquiry is treated consistently and that any advice given is in the customers' best interests
- Continually assess the services and suppliers we provide to ensure we can meet changing requirements.
- Provide documentation to clearly and unambiguously explain how our offerings work.
- Empower our staff to ensure any concerns raised by customers are immediately addressed.

We will constantly monitor our ability to achieve these standards through:

- Regular written assessments of individual performance.
- Benchmarking performance against quality standards.
- Internal and external file checks and audits.
- Customer satisfaction surveys

T: 0800 161 3993  
E: [info@centralcabcare.co.uk](mailto:info@centralcabcare.co.uk)

Central Cab Care Limited  
Qdos House  
Station Road  
Coleshill B46 1JG



Authorised and regulated by the Financial Conduct Authority: Reference Number 714924.