

# Gentle Route Ltd – Complaints & Lost-Property Procedure

(Issue 1.0 – 07 July 2025 | Compliant with TfL PHV Operator Licence Conditions 8 & 9)

**Operator:** Gentle Route Ltd – Company No. 16380916

**Registered office:** Unimix House, Abbey Road, London NW10 7TR

**24-hour enquiries line:** 0203 433 1345

**E-mail (complaints):** [complaints@gentleroute.co.uk](mailto:complaints@gentleroute.co.uk)

**E-mail (lost property):** [lostproperty@gentleroute.co.uk](mailto:lostproperty@gentleroute.co.uk)

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## 1 Purpose & scope

This document explains how passengers can raise a complaint and how we handle items left in our vehicles. It applies to all journeys operated under Gentle Route Ltd's Transport for London Private-Hire Vehicle (PHV) Operator Licence.

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## 2 How to make a complaint

You can complain within **30 days** of the journey by any of these methods:

- **Online form** at [www.gentleroute.co.uk/complaints](http://www.gentleroute.co.uk/complaints)
- **E-mail** – [complaints@gentleroute.co.uk](mailto:complaints@gentleroute.co.uk)
- **Telephone** – 0203 433 1345 (ask for the duty manager)
- **Post** – Complaints Team, Gentle Route Ltd, Unimix House, Abbey Road, London NW10 7TR

### Information we need

- Date & time of journey
  - Pick-up & destination addresses
  - Booking reference or driver name/vehicle reg (if known)
  - Details of what went wrong
  - Desired outcome (e.g. refund, apology, investigation)
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## 3 Our complaints-handling process

Step	Target time	Action
<b>Acknowledgement</b>	≤ 1 working day	We confirm receipt by e-mail/SMS and issue a ticket number.
<b>Investigation</b>	≤ 5 working days	Duty manager reviews booking record, GPS logs, call recordings and driver statement.

<b>Outcome</b>	≤ 10 working days	Written response with findings, remedy (refund/credit/apology) and how to escalate if unsatisfied.
<b>Escalation</b>	–	If unresolved, you may ask for a senior review or contact <b>TfL Taxi &amp; Private Hire</b> ( <a href="http://tph.tfl.gov.uk/complaints">tph.tfl.gov.uk/complaints</a> ).

We record every complaint in our secure CRM, keep the data **12 months**, and review trends quarterly.

## 4 Lost-property procedure

### 4.1 Driver duties

- Check the passenger area after each drop-off.
- Place any found item in a tamper-evident bag and note the journey ID.

### 4.2 Registering the item

- Log item in the **Lost-Property Register** (date, time, vehicle, description, booking ref, driver).
- Assign a unique LP-number; sticker it on the bag.

### 4.3 Storage & passenger contact

- Items stored in a locked cabinet at Unimix House.
- If owner details are known, we attempt contact by phone/SMS within 24 hours.
- High-value items (≥£100) are photographed and insurance notified.

### 4.4 Claiming your property

- E-mail [lostproperty@gentleroute.co.uk](mailto:lostproperty@gentleroute.co.uk) or call 0203 433 1345 with the journey details and description.
- Collect in person (ID required) or pay postage for courier return.
- No storage fee if collected within 28 days.

### 4.5 Disposal after 28 days

- Unclaimed valuables are transferred to TfL Lost Property Office; other items donated to charity or recycled.
- Register updated with disposal date; data retained 12 months.

## 5 Data protection

Complaint and lost-property records contain personal data. We keep them encrypted, limit access to authorised staff and delete after the retention periods above. Full privacy details: [www.gentleroute.co.uk/privacy](http://www.gentleroute.co.uk/privacy).

## **6 Review**

This procedure is reviewed annually or sooner if TfL licence conditions change.

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**Document owner:** Compliance Manager

**Approved by:** Managing Director

**Next review due:** 07 July 2026