

CoMoUK Complaints Procedure

Maintaining Standards

Principally, the standard of operators will be checked through a renewal of the Accreditation status each year. CoMoUK reserves the right to randomly check the quality of service being provided by each operator and we encourage all stakeholders to provide feedback on operator compliance. If operators do not maintain standards throughout the year, then a process has been put in place to review their continued eligibility for Accreditation as outlined below:

1. CoMoUK will write to the operator detailing the areas which are thought to need improvement, and also notify the relevant local and combined authorities and other key partners.
2. The operator has one month to challenge the claims and / or make necessary improvements.
3. If the standards are still not met after this time, CoMoUK in conjunction with the relevant local authority or other key partners will look to suspend or remove the Accreditation status.
4. If an operator has not paid the renewal fee due for the whole of the fleet by the 60th day after the renewal invoice is dated, the Accreditation will be revoked. The fee will still be payable and an additional fee will be charged if a subsequent application is made