

Elite Carriage Company Complaint Policy

Updated 10-15-22

Elite Carriage Company (known as ECC) works hard to never have a complaint from any citizen, customer or staff member.

In the event there arises a need or want for such a form, we only require a written document outlining the date, time, place and circumstances to which the complaint is being made.

This policy will be uploaded to our website as well

Complaints will be followed up on within 24 hours and a written response will be made.

All complaints will be forwarded on to the state of Michigan LARA as required by Law, and will be kept for 2 years after they are received.

You may email your documents to elitecarriage@icloud.com