

Green Community Travel Ltd

Customer Charter

Introduction

Our Customer Charter is designed to advise you of the standard of service you should expect when using Green Community Travel.

Our commitment

This Customer Charter sets out our commitment to provide a good service which meets our passenger's needs.

Safety

The safety of our customers, and our staff, is our highest priority. All of our minibus drivers have taken the MiDAS driving assessment and this is renewed every 4 years. All of our staff and volunteers have an enhanced Disclosure and Barring Service check (previously known as CRB.)

Our vehicles are inspected to PSV standards and inspected every ten weeks by a qualified mechanic.

Communication:

We will make sure we have an emergency number passengers can call if they have an issue with transport or if they need to cancel out of hours.

Our office is open from 09.00-15.00 (3pm) Monday to Friday (except for Public holidays and Christmas Closure which is advertised.)

Our booking line is open from 09:30-14:15 (2:15pm) Monday through to Friday and we also have our main office line from 09:00-15:00 (3pm)

You can trust us to:

- Be helpful, polite, and treat you fairly and with respect
- Try to understand your circumstances
- Tell you what to do next if you're not satisfied with how you've been treated
- Protect your personal information (our Passenger Privacy Notice tells you more)

Providing a clean and comfortable travel environment

We endeavour to keep our vehicles clean and tidy and ensure drivers have access to cleaning equipment.

Drivers check the vehicles each day, so if there was a fault with a vehicle the defect procedure would be followed to get the defect rectified.

Making you welcome; helping you travel with confidence

We provide a welcoming travel environment and treat our customers with respect. We'll make reasonable adjustments to meet the individual needs of customers.

We provide specialist training regarding mobility equipment with our staff.

We allow passengers to book their medical appointments as far in advance as they would like as we understand the importance of these.

We allow passengers that need to travel regularly the opportunity to make a regular booking as we find this is easier for many of our passengers.

We will always try to accommodate your request to the specifications you require, we may at times ask passengers to adjust their times to increase vehicle occupancy but we will always ensure this does not impact a passenger's meeting time, medical appointment etc.

If you want to contact us

We encourage feedback on our performance - good or bad.

We have a complaints procedure (full copy can be provided on request.) Complaints should be sent into the office in writing and sent to the office for the attention of The Manager,

Green Community Travel Limited

The Yard, 390 North Road

Yate

Bristol

BS37 7LW.