

# Community Transport Service Customer Charter

## Our Aim

Is to provide a high quality passenger focused service, which promotes and encourages inclusion, independence, opportunity & achievement and tackles disadvantage

## Our Standards

- All transport provided will comply with current Health & Safety legislation
- All vehicle documentation will be regularly checked
- All unaccompanied drivers/passenger assistants will hold an acceptable Disclosure and Barring Service (DBS) Clearance
- All passengers and their relatives/carers will be treated with dignity & respect
- All service performance will be monitored
- All information provided will be managed in accordance with the data protection act
- All journey times do not exceed one hour

## Our Objectives

- To provide an individual risk assessment for all new passengers and ensure they are updated
- To commence transport within 7 working days of referral
- To consider individual passenger needs and consult passengers/relatives/carers as appropriate.
- To provide detailed route/contact information in writing for all passengers.
- To inform all passengers/relatives/carers as appropriate of any significant change or delay to the service
- To provide a punctual service – except in exceptional circumstances within 10 minutes of the designated time
- To regularly monitor service provision
- To investigate and provide a written response to all complaints within 10 calendar days

## Passenger Satisfaction

Should you wish to make any comments or complaints about the service we provide you can do so by telephoning 01642 527117

In writing to:                   Community Transport  
  Cowpen Lane  
  Cowpen Depot  
  Billingham  
  TS23 4DD

Email:                             SMcommunitytrans@stockton.gov.uk