

Bristol Community Transport



Membership Information Pack

Bristol Community Transport is a not for profit community based organisation providing efficient, accessible and cost-effective services with minimum fuss and expense for community groups in Bristol.

We are dedicated to high standards in transport provision and driver training, and are essential in enabling many organisations to be more effective and to help them flourish.

Transport works better when the community drives



Bristol Community Transport
To the rear of
137 Parson Street
Bristol BS3 5RB

tel
0117 902 0157
fax
0117 923 6977

e-mail
office@bristolcommunitytransport.org.uk
website
www.bristolcommunitytransport.org.uk

Bristol Community Transport (BCT) is a company limited by guarantee and registered in England and Wales. Company number 4749030. VAT number 805311274. Our registered office and main correspondence address is: 137 Parson Street, Bristol BS3 5RB

Membership Criteria

1. We are a membership organisation, and only our member groups are able to hire our minibuses. We welcome applications from a wide range of non-for-profit organisations from the Bristol area.
2. Any Groups or organisations wishing to become members of Bristol Community Transport, must be non-profit making, and of direct benefit to the community.
3. Vehicles may only be hired to groups or organisations – not to individuals.
4. Bristol Community Transport will only hire to groups who are committed to the principles of Equality of Opportunity, and who support our Equal Opportunities policy (Statement of Intent enclosed – full policy available on request).
5. Bristol Community Transport will not hire vehicles to private institutions e.g. Nursing Homes, unless they are non-profit making, or have charitable aims and objectives.

Note: Organisations that do *not* qualify for membership should contact Bristol Community Transport to see if we can assist.

In order to ensure that groups conform to our membership criteria, the applying organisation **must** provide:

- a form of confirmation, for example constitution showing aims and objectives (unless a Registered Charity or Company Limited by Guarantee)
and
- details of membership, election, and accountability of officers
and
- headed note paper showing organisation status e.g. Registered Charity Number/ Industrial & Provident Society number/ Company number etc.

Charges Structure

MINIBUS HIRE and MILEAGE Charges

| Hire period | Hire Charge | | | Mileage Charge |
|-----------------------|-------------------|-------------------|-------------------|------------------|
| | UP TO 11 SEATS | UP TO 14 SEATS | UP TO 17 SEATS | Pence per mile * |
| 0 to 5 Hours | £ 22 | £ 30 | £ 39 | 75 |
| 5 to 10 Hours | £ 30 | £ 34 | £ 42 | 75 |
| 10 to 24 Hours | £ 36 | £ 44 | £ 47 | 75 |
| Weekend | £ 83 | £ 95 | £105 | 75 |
| Week | £176 | £179 | £218 | 75 |

- * Mileage charge is reduced to 60p per mile, for mileage over 200 miles during any one hire
- VAT is zero rated and seating capacity includes the driver

DISCOUNTED MINIBUS HIRE Charges

| | UP TO: 11 SEATS | 14 SEATS | 17 SEATS |
|---|-----------------|-------------|-------------|
| Evening 0 - 5 Hours (after 5pm) | £ 20 | £ 27 | £ 34 |
| Evening 5 - 10 Hours (after 5pm) | £ 26 | £ 30 | £ 36 |
| Weekend (Fri 5 pm - Mon 7am) | £ 72 | £ 83 | £ 92 |
| Week (7 days) | £147 | £150 | £182 |

- Weekend discounted hires apply for any period over 24 hours, between Friday 5 pm to Monday 7 am

CAR HIRE Charges

| | Wheelchair passenger(s) VAT: Zero rated | No wheelchair passenger(s) VAT: Standard rate |
|--------------------|--|--|
| Per Hour | £ 8.50 | £ 10.20 |
| Per Day | £ 40.00 | £ 48.00 |
| Per Weekend | £ 75.00 | £ 90.00 |
| Per Week | £195.00 | £234.00 |
| Per Mile | 35 pence | 42 pence |

VOLUNTEER DRIVER SEARCH FEE £5.00 including VAT

If BCT is asked to supply a volunteer driver, the fee is charged per volunteer sourced.

Volunteer expenses are not charged by BCT but are the responsibility of the group hiring to provide reasonable expenses on the day a volunteer drives so they are not out of pocket. If you would prefer a paid driver we will provide a quote for hire, mileage and driver based on hire details provided.

N.B. Please see page 5 for payment terms

Additional Charges Information

Late Return of Vehicle

The late return of vehicles will incur a penalty of the full cost to BCT/the following group hiring/any volunteers or staff involved, and any other reasonable expense.

Vehicle Cleaning

Vehicles should be returned clean ready for use by the next group. There is a penalty charge for a vehicle requiring cleaning (litter etc) of £10 per hour (minimum charge).

Cancellations

Cancellations with less than **2 whole working days** notice will incur the **full standing hire charge** for the period of the booking.

Cancellations between **3 weeks and 48** hours will incur a charge of **£15**

Cancellations with **3 weeks or more** notice will incur no charge.

Damage

Damage to any vehicle by driver(s), passenger(s), or third parties not covered by insurance will be subject to the following **insurance excess, payable by member group**:

- £300.00 maximum in own fault accidents
- £250.00 for fire & theft whilst on hire.

Any damage occurring whilst a vehicle is on hire by a member group, the member group will be responsible for damage repair costs, which may exceed the level of the insurance excess. It is BCT's prerogative to determine whether an insurance claim is applicable, dependant upon the extent of damage. If BCT determines that a member group is liable for vehicle damage, all applicable costs will be recharged to the member group via a detailed invoice.

Volunteer Drivers- being part of transport hire

Please be aware that volunteer drivers are the member group's responsibility i.e. they are volunteering for your member group's trip(s). The **use of a volunteer driver means that they are the driver for your member group**, and therefore any vehicle damage is still the member group's responsibility. (Please refer to Page 14: Volunteer Drivers)

Payments and Charges

Invoices

New member groups will be required to pay for the initial minibus hires and/or driver training booked **IN ADVANCE**. An invoice will be issued for the purposes of requesting advance payment. For minibus hire(s) BCT will calculate an estimated cost based on the particular booking details.

For minibus hires, if the cost of the hire is in excess of the quote / advance invoice, BCT will raise a further invoice for the balance. If the cost is less than the amount paid, an account credit will remain on the member group's account, notified by means of BCT issuing an account statement to the member group, which can be used against the next invoice.

Thereafter, a credit facility will be offered, whereby the member group will be invoiced at the beginning of the month for the previous month's services provided.

Invoices for vehicle hire(s) are calculated on the time booked and mileage used by your group. It is therefore very important that your driver(s) complete the driver log sheet in full. If you have an **invoicing query**, please bring this to our attention **within two weeks** of the invoice date. This does not affect your right to dispute an invoice after that time. In the event of an error or for any other significant reason, charges that require amending will be done so by means of a credit note for the agreed amount.

Invoices are to be paid within 30 days of the invoice date. Failure to comply with the payment terms will result in a stop on your group's transport service and/or for any further driver training sessions (booked or not), and late payment interest and compensation can be charged in line with current late payment legislation on overdue invoices.

Invoices can either be paid by:

- cheque - please make cheque payable to Bristol Community Transport
- bank transfer - bank details are shown on invoices, please send email to finance@bristolcommunitytransport.org.uk advising that payment has been sent
- cash at BCT office - a receipt will be issued, although we prefer to keep this to a minimum

Fuel

The **cost of fuel is included** in the mileage charge. Vehicles are fuelled at our depot before your hire commences so you do not have to worry about refuelling.

For trips of a long distance or multi-day duration BCT will issue a fuel card, we will determine when it is appropriate to issue a fuel card based on the booking details. The card can be used at most filling stations to refuel our vehicle. Please return fuel receipts when returning the vehicle log sheet. Should a fuel card be lost and you require fuel BCT will reimburse full cost upon receiving a fuel purchase receipt.

The log sheet should be marked if the fuel card was lost or any parts were purchased, or if you cleaned up after another group. Please ensure you write the name of your group and registration number on the back of any receipts.

Invoice Queries

If you have an invoicing query, please bring this to our attention within two weeks of the invoice date. Invoices are to be paid within 30 days of the date of invoice. Failure to pay will result in a stop on your group's transport, and a late payment surcharge will be added to overdue invoices.

How to Book Transport

You can book a vehicle by:

- Internet www.bristolcommunitytransport.org.uk choose book a minibus
- Email bookings@bristolcommunitytransport.org.uk
- Telephone Call Customer Services on 0117 902 0158
- Fax Fax a booking form to 0844 588 9997 (form available upon request)

We operate a strictly "first come, first served" system and may seek written confirmation of telephone bookings.

There are two types of booking, single and block.

- **Single** These are one-off bookings.

Single bookings can be made by any of the methods above, and will be accepted up to 3 months before the date of hire

- **Block** These are for a series of bookings (for example, Tuesdays between two dates)

Block bookings are accepted in as follows:

| Period of Hire | Bookings accepted from |
|-----------------------------------|-------------------------------|
| 1 January to 31 March | 1 October |
| 1 April to 31 August | 1 February |
| 1 September to 31 December | 1 July |

Note: When making block bookings it is important that you advise us of any exception to the period covered by the block booking. For example, it could be that a vehicle is required every Monday but not on Public Holidays, or it could be that a vehicle is required every Wednesday but not during school holidays.

Authorised Bookers

Each member group nominates those individuals authorised to place bookings (this is done as part of the membership application process). It is important that you keep us informed of changes. The group will need to write to us; using your company stationery or email from an identifiable group email address, to amend your list of authorised bookers. We reserve the right to query any amendment requests.

Availability

School holidays are our busiest times. So it **may** be necessary to limit bookings to one vehicle per group.

Collection Arrangements

We do ask that when your driver(s) come to collect transport they bring their MiDAS ID Card. If they have lost or forgotten to bring it, we may refuse to let them drive.

Keys can be collected from BCT office Monday to Friday between 7.30am to 4.30pm (excluding public holidays).

For **weekend bookings** keys will normally need to be collected from BCT between 2.00 and 04:00 pm on **Friday afternoon** so we can be sure trips go ahead as booked. This only applies to keys and NOT the vehicle. If a driver cannot collect keys at these times, or in person, they may contact us to make alternative arrangements. In such instances, a third party may be requested to produce relevant ID.

Carriage of Children

Information is given to drivers as part of their MiDAS training on the safe and legal carriage of children.

Legal Definition:

No person shall use or cause or permit to be used on a road a coach or minibus wholly or mainly for the purpose of carrying a group of 3 or more children in the following circumstances unless the appropriate number of forward facing passenger seats fitted to the vehicle meet the requirements of this regulation.

The circumstances are that: -

- a) the group of children are on an organised trip
- b) the journey is being made for the purpose of the trip

For the purpose of this regulation, a child is a person who is aged 3 years or more but is under the age of 16 years. Thus, by definition, a child under 3 years is an **infant**.

If on the trip the vehicle carries less than three children, these regulations will not apply.

On the Journey - the driver has the responsibility to ensure that there are no more children (between 3-16 years) carried than there are forward facing seats available [BCT vehicles only have forward facing seats] and that children and infants wear the seatbelts and restraint. The driver has a legal obligation to uphold the law and has the authority of BCT to refuse carriage of any passenger when to carry them would break the regulations.

Supervising Children and Infants

BCT's responsibilities under the relevant Transport Acts (especially under construction and use Regulations) are to ensure that passengers, including children, do not constitute a danger to other road users. For this purpose we require that there is an adult in the rear cabin of our minibuses when children are transported.

We offer training for Passenger Assistants; contact us for further information.

User groups may also have a responsibility under the Children Act (2004) to provide sufficient supervision for their charges if they are taking children. We advise groups that they need to look at their legislative framework as well as our policy. The standard practice amongst groups carrying children under the age of 8 is to have 1 adult (including driver) for each 5 children.

Adults supervising children in the rear of the vehicle are responsible to the driver for the behaviour of the children.

Carriage of Children (continued)

Whenever a booking is made we will specifically ask if children between 3 and 16 years will be carried, and if so, how many. We will advise the group if we consider the proposed combination of children and adults is contrary to our policy or our interpretation of the legislation.

The driver will be given details of the booking. The driver, vehicle operator and the trip organiser can be liable of an offence and subject to fines if they do not comply with regulations. The trip organiser will inform BCT and the driver if the children or other passenger numbers change.

Where there are multiple collections the trip organiser must provide the booking department with a passenger list before the trip takes place, with sufficient time to plan a route for the driver that avoids breaking regulations.

If more children are present at pick up points than was planned for, the driver has the obligation and the authority to refuse them carriage.

We can also supply, on request, **child seats** and **booster cushions** for use with our own vehicles. These are provided on a strictly first come first served basis, and should be requested **at the time of booking**. There is no charge for the supply of these.

All vehicles are fitted with seat belts which are fully adjustable for children.

Seating and Seatbelts

Road Traffic Law on wearing seatbelts

| Who | Front Seats | Rear/Cabin Seats |
|--|--|---|
| Driver | Seatbelt must be worn if fitted | |
| Child under 3 years | Appropriate child restraint must be used if available. If not, an adult seatbelt must be worn. | Must be used if available |
| Child aged 3 to 11 and under 1.5m (5ft) in height | Appropriate child restraint must be used if available. If not, an adult seatbelt must be worn. | Appropriate child restraint must be used if available |
| Child aged 12 or 13, or a younger child over 1.5m (5ft) in height. | Adult seatbelt must be worn | Adult seatbelt must be worn |
| Adult passengers | Seatbelt must be worn | Seatbelt must be worn |

Where there is no baby seat or booster cushion available for infants 0-3 years old:

- a) they may not be carried in the front seats at all
- b) they may be carried in the rear wearing an adjustable seatbelt.

Child booster seats and child seats are available free of charge. Please request the appropriate number of seats when booking your vehicle.

Important: At all times there may only be one person per seat.

Other Services

Since its inception in 1985, BCT has built expertise in all aspects of owning and running vehicles. We are always happy to share this knowledge with other groups in the community.

Vehicle Purchasing

BCT understands the importance of groups gaining value for money when purchasing their own vehicle. We can use our years of experience of specifying our own vehicles, and our relationship with our suppliers, to assist other organisations with purchasing vehicles. We can assist groups with this major purchase, helping with negotiations with dealers and converters, and providing advice on the most suitable vehicle to meet the group's requirements, including information relating to technical specifications of accessible vehicles.

Vehicle Management

For groups who possess their own vehicle, we are happy to provide consultancy on efficient and effective ways of running that vehicle. BCT can also help with information concerning the legal requirements of Minibus Permit, and the setting up and running of scheduled community bus services.

We work closely with another organisation that can offer a comprehensive vehicle safety check service.

Please contact us by telephone 0117 902 0160 or email bctoffice@hctgroup.org

Driver & Passenger Assistance Training

BCT is committed to promoting safe driving standards and practice in the community transport sector. We are able to provide a range of training opportunities for our own volunteers, and drivers of vehicles from outside organisations, and those who own their own vehicles, such as:

- MiDAS (see section "Who can Drive")
- Minibus Fire and Evacuation procedures
- Driver refresher training
- Passenger Assistant Training

Please contact the Training Officer on telephone number 0117 902 0159 or email training@bristolcommunitytransport.org.uk for further details.

Vehicle Maintenance

We can offer, at competitive rates, vehicle safety checks, servicing, and pre-MOT checks. For further details, please contact the Head of Community Transport & Stakeholder Engagement, telephone 0117 902 0160 or email bctoffice@hctgroup.org

Driver Information

Who can drive?

Since 1997, Bristol Community Transport has trained minibus drivers to the nationally recognised standard known as MiDAS – Minibus Drivers Awareness Scheme. It is now an integral part of our policy to improve driver and passenger safety, by enhancing the skills of all minibus drivers.

As a member of our organisation, it is essential that any person that wishes to drive a vehicle holds a current MiDAS certificate. Anyone not doing so will be excluded from driving, until they have undergone the relevant training.

MiDAS is nationally accredited by RoSPA (Royal Society for the Prevention of Accidents) and the Community Transport Association. Therefore, MiDAS is not only accepted by Bristol Community Transport, but has also been adopted throughout the third and statutory sectors in the UK.

Who can undertake the MiDAS scheme?

In order to become a registered driver with Bristol Community Transport a person must meet the following criteria: -

- Must be at least 21 years old and under 70
- Hold a full, current, clean driving licence
- Have passed their car driving test two years previously
- Be able to undertake a simple eyesight check

There are exceptions to the above, which should be clarified with a member of staff before commencing a driving assessment.

What are the benefits of the MiDAS scheme?

MiDAS brings a wide range of benefits both to Bristol Community Transport, the operator and to you and your passengers. These include:

- Enhanced passenger safety and improved passenger comfort
- Potential savings in insurance and running costs
- A single recognisable certificate to ensure high standards of driving

What does the MiDAS certificate consist of?

Module One – Standard Certificate (compulsory)

- Training in the skills required to drive a minibus
- A thorough knowledge of the legal responsibilities of a minibus driver
- Good practice in passenger safety and passenger comfort
- Defensive driving techniques
- Information on Bristol Community Transport policies and procedures
- Minibus Fire & Evacuation Procedures

Module Two – Accessible Certificate (optional)

- Safe use of ramps and tail lifts
- Wheelchair and passenger restraint equipment
- Passenger awareness and passenger assistance
- Information on disability, carrying children and professional etiquette

The Driving Assessment

- A demonstration drive to show the standard required
- The opportunity to familiarise yourself with the vehicle
- An assessment of your driving skills and competence

Driver Information (Continued)

When Can I Book For MiDAS Training?

Training sessions are run every couple of weeks and must be completed before a driving assessment is undertaken. Training dates are available online at www.midastraining.info Numbers on each course are strictly limited, so early booking is advised. We are unable to offer driving assessments on the same day as the classroom sessions, although we will endeavour to book a mutually acceptable time for your assessment.

How long does my certificate last?

A MiDAS certificate will last for **four** years. After this period a driver will have three months in which to attend a refresher training session, which will involve an assessment of your driving skills. It is the responsibility of the driver and member group to ensure that a certificate does not become out of date. Failure to hold a current MiDAS certificate will result in a driver being unable to drive a BCT vehicle.



Training Charges

Applicable 01/01/2018

| Description | Member Group | Non-Member |
|---|--|------------|
| Standard MiDAS including Fire & Evacuation Procedures | £150 | £175 |
| Accessible MiDAS including Fire & Evacuation procedures | £30 but Free When booked with Standard training | £30 |
| Passenger Assistant (PATS) only | £30 | £45 |
| Fire & Evacuation only | £30 | £100 |
| MiDAS Driving Reassessment | £35 | £45 |
| Refresher Training | £100 | £125 |

* **FREE** use of minibus for driving assessment, high visibility jacket, and MiDAS Driver Handbook

Cancellation Charges

Failure to turn up to the training and cancellation on the day will incur the **full charge** as above

Less than seven working days will incur a charge of **£35.00**

Over seven working days will incur a charge of **£15.00**

Over fourteen working days will incur **no charge**

Cancellation charges are levied so we do not unnecessarily decline training places when courses are full but delegates do not turn up.

Volunteer Drivers

BCT has access to a central pool of volunteer drivers, providing a resource for those member groups that do not have their own drivers.

Regular Volunteers

A number of member groups rely very heavily on volunteers who were originally sourced by BCT where it was not feasible for groups to have their own drivers. In this instance the volunteer relationship is very much between the member group and the volunteer. Any holidays or days off should be communicated to the group and any cancellations of a hire should be communicated to the driver where possible.

Supervision

Volunteers should never be 'just the driver,' as they are giving their time to assist in your groups activities. Volunteers should be supervised by a responsible person from the member group and made to feel welcome and supported. This should include suitable breaks during the day, meal arrangements, pick up lists and times, expenses, provision of an escort if necessary and an agreement over extra mileage (i.e. a driver taking a vehicle home for lunch). If appropriate a volunteer should be given clear guidelines on a member group's volunteer guidelines, policies and procedures.

Volunteer Details

Personal details of drivers will not be given out to member groups for confidential reasons, unless permission has been sought from the volunteer. Once communication has been made a member group may wish to request a contact number from their volunteer.

References

BCT does not take up references for all volunteers, although in some cases we may feel it appropriate. If a group wants to ensure that any person is of 'good character', then they should take necessary steps (refer to DSB checks).

We cannot be responsible for any personality clashes or differences of opinion between the driver and a member group.

DBS (Disclosure Barring Service) checks

BCT conducts DBS checks for all volunteers for its own purposes, such information cannot be shared with member groups, BCT can only confirm a DBS check has been conducted.

Volunteer Expenses

These must be provided by the member group direct to the volunteer

All voluntary expenses should be reasonable and the amount given should reflect the nature of the work and the hours involved. Under no circumstances should the expenses be viewed as a payment, as this may affect any benefit entitlements of a volunteer. **Expenses must be provided on the day of the trip** and not at a later date.

Volunteer drivers are the member group's volunteer for the particular trip booked, they are not BCT volunteers.

BCT strongly recommends that all member groups have at least one MiDAS approved driver authorised to drive, in cases of emergencies.

Above all volunteering should be a fulfilling and enjoyable experience. When a volunteer's commitment and ability are matched by adequate supervision and support, volunteers should be able to develop, expand or change their area of work.

Volunteer Drivers (continued)

Requesting BCT to source a volunteer driver

1. Bristol Community Transport does not automatically provide a driver when transport is being booked. When making a booking you must specifically request the provision of a volunteer driver if one is required.

A “volunteer search fee” of £5.00 (including VAT) is charged for each volunteer driver that we **source for your group** from our central pool of volunteer drivers.

We **CANNOT** guarantee to find a driver and we will not be held responsible if a volunteer cancels at any stage. BCT’s obligation starts and finishes with the provision of a vehicle, not with the provision of a volunteer driver.

2. Once a request has been made, we will institute a search of potential volunteers. The more time you give us, the greater the chances of finding a driver for your group. We will not look for a volunteer driver until a confirmed booking has been taken.
3. Once a volunteer has been found we will contact you to confirm details and arrangements. Remember that the volunteer has committed to drive for your group, without necessarily being aware of the expectations you will be placing on them.

Please ensure that all information given is as clear as possible, as the driver may not be familiar with the pick ups or the area they are covering. BCT will provide as much information as possible to assist with this, we ask that member groups provide full trip details to ensure volunteer drivers can deliver each trip’s requirements; locations and times.

4. If we are unable to find a volunteer driver we will inform you as soon as possible. Finding a volunteer driver can be very difficult and time consuming. Any cancellation thereafter, including where a driver cannot be found, will be charged to the member group.
5. If a trip is cancelled at short notice, then it is the responsibility of the member group to inform the driver as soon as possible. If any expense is incurred by the volunteer, then the driver should be reimbursed.
6. Volunteer drivers are not responsible for paying road toll, parking charges, venue entrance fees or any other related fees. The member group is responsible for such charges, so should ensure that a responsible person going on the trip has the means to cover such costs.

Equal Opportunities Statement of Intent

Bristol Community Transport recognises that equal opportunities needs to be more than a paper commitment, and therefore, the project will endeavour to put this into practice.

Bristol Community Transport is committed to the implementation of a fair and active service provision. Bristol Community Transport has an obligation to the communities which it serves to ensure that its' employment, volunteering, and service delivery is open to all, irrespective of age, race, colour, gender, marital status, disability, sexual orientation, political beliefs, and others marginalised in society.

The purpose of this policy is to provide a framework for promoting Equal Opportunities, and to demonstrate how important Bristol Community Transport feels this approach is to building a fair, representative, and harmonious work force, and community service.

SCOPE OF POLICY

To ensure that the Equal Opportunities policy is fully effective, BCT expects all those involved with its' delivery to be responsible for implementing the policy. Discrimination and harassment, whether direct or indirect, is considered unacceptable behaviour, and, subsequently, we are committed to regularly reviewing a policy that aims to prevent and challenge all forms of discrimination.

Bristol Community Transport's Equal Opportunities policy applies to all areas of it's work, including:

- Employment and recruitment
- Service Delivery - access to resources, and conditions of use for member groups
- Development work of Bristol Community Transport
- Volunteers
- Service Users
- Employees
- Promotion and publicity of Bristol Community Transport

A full copy of Bristol Community Transport's Equal Opportunities policy is available on request.

Service Users Complaints Procedure

In the event of a member organisation not being satisfied with the service provided by Bristol Community Transport, the following steps may be taken:

The problem should first be discussed with the representative of BCT concerned. In this way, a solution may be found quickly, or other difficulties may become apparent.

The Head of Community Transport & Stakeholder Engagement may be asked to deal with the issue by the client or the representative of BCT concerned. This person will talk with both parties to gather further information. The Head of Community Transport & Stakeholder Engagement may offer a solution for acceptance by the client at this stage, or the case may be referred to the Group Regional Manager for a decision. The Head of Community Transport & Stakeholder Engagement may be involved at either the request of the client, the Group Regional Manager, or of her/his own volition. This may involve the collation of further information and interviews with the parties concerned – a full report and documentation will be prepared, and acted upon by the Senior Manager, or submitted with recommendations to the Regional Manager for a decision on policy matters.

The Regional Manager may be involved after the Head of Community Transport & Stakeholder Engagement has considered the matter. The Regional Manager may investigate the matter themselves, and may form an ad-hoc committee, or may request a member to pursue the matter. The Regional Manager may decide the outcome on the basis of the Head of Community Transport & Stakeholder Engagement's reports and any other evidence that is presented during the complaints process. The Group Regional Manager may call their own witnesses, and must make a decision on the complaint, which will be final.

At stage 2, and all subsequent stages of the process, both client representatives and staff involved, have the right to be accompanied by a non-legal person of their choosing if this can be achieved within the timescale required. For the purpose of this procedure, the required timescale is to be no longer than two weeks from the initial complaint at stage one, with a further two weeks for each subsequent stage.



Contact Information

Depot and main correspondence address:

To the rear of Rear of 137 Parson Street, Bedminster, Bristol, BS3 5RB

Email: bctoffice@hctgroup.org

Website: www.bristolcommunitytransport.org.uk

SMS: 07624 809901

Telephone Numbers:

General Enquiries

0117 902 0157

Group Transport quotes and bookings

0117 902 0158

Minibus Driver Training

0117 902 0159

Individual Transport enquiries and bookings
(formerly Bristol-Dial-a-Ride transport service)

0845 130 1875



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