



## **Tiverton & District Community Transport Association**

Multi Storey Car Park, Phoenix Lane, Tiverton, Devon EX16 6NB  
Registered Charity No. 1099477

### **Introduction**

This procedure is designed to ensure that users of our organisation services have the opportunity to make comments or complaints and that appropriate steps are taken to respond to those comments.

The services included are: -

- Shopmobility
- Voluntary Car Schemes
- Voluntary Accessible Car
- Tiverton Ring & Ride Bus
- Out & About Bus
- Private Hire of Vehicles to Community Groups
- Passengers carried on behalf of Devon County Council.

The procedure for Volunteers' complaints is dealt with in the 'Guide for Volunteers' and the organisation staff has a separate 'Grievance Procedure'.

### **Comments**

Passengers and Community Groups are invited to pass on any comments they might have about the schemes.

Such comments can be made verbally, through the drivers or by phoning the coordinator or in writing.

Drivers will forward all comments to the co-ordinator.

The organisation keeps a written record of comments from any source. Details include the date, name or passenger or community group, name of scheme, nature of the comment and how it has been dealt with. The records are available to the Committee and also to Devon County Council for inspection.

### **Complaints**

Complaints should be made in writing to the Manager or confirmed in writing within 24 hours of an oral complaint being made. Every complaint will be investigated and the organisation will respond as soon as is reasonably practical. Complaints will be acknowledged within one week and a written response detailing the action taken will be made within one month.

### **If you are still not happy**

If you are still not satisfied with the way a complaint has been handled you may contact the chairman of the organisation and the Committee will then consider the issue.

The Chairman,  
TDCTA  
Multi-Storey Car Park, Phoenix Lane  
Tiverton, Devon  
EX16 6NB