

Yelabus Complaints Procedure Statement:

Yelabus believes in the core principle of “customer first”, assisting group members, customers and passengers with their transport and travel choices whilst using our services. Yelabus believes that its work is based on an ongoing process of review and a willingness and commitment to monitor, reflect and learn.

If Yelabus fails to provide a service of a standard acceptable to their users, we need to know about it. This will help to identify any underlying problems or issues within the organisation and enable us to make the necessary adjustments to prevent repetition. In cases of individual problems or issues with the service we will actively seek to investigate and address concerns in order to achieve a satisfactory outcome for all parties concerned.

Complaints by staff and volunteers are dealt with through the procedures below.

Complaints Procedure:

Stage 1

Contact Yelabus’s office about the complaint (verbally or in writing). At this stage we can sort out mistakes and misunderstandings in an informal manner. We want to make it as easy as possible for the passenger to inform us of their comments. The passenger can put the complaint in writing by letter or send in an email to Yelabus.

Stage 2

If the initial discussion does not address the passenger’s concerns fully at stage 1, then they can take this matter further. Yelabus will send the passenger a letter acknowledging the complaint, instructing the passenger to confirm the details in writing or to contact the Trustees and who can ensure that the complaint or suggestions will be fully investigated. A specific Trustee (but not the Chairman) will be appointed to investigate and respond.

Our aim will be to respond to the complaint within 21 working days, but the Trustee(s) may need longer if the complaint is complicated. Correspondence will outline reasons for any delay (if applicable) and state when the passenger may expect a full reply.

Stage 3

If the passenger is not satisfied with the outcome at Stage 2 of the investigation, they can appeal to the Yelabus Chairman.

At Stage 3 the passenger should clearly outline why they are still not satisfied and what outcome they expect from a further review. The Chairman will carry out a full review of the complaint within 21 working days (the passenger will be informed if Stage 3 takes longer than specified).

This policy should be reviewed on each change of Chairman or every two years, such review to be evidenced by signature and date below.

Signed..... Date.....