



## London Dial-a-Ride Customer Charter

### Our mission statement

“ Working towards equality of public passenger transport provision within London for older and disabled people for whom mainstream public transport presents barriers”.

### Our service standards

London Dial-a-Ride will strive to achieve its mission statement by providing a door to door transport service for individual Londoners that is reliable, comfortable, clean, easy and safe to use.

We will do this by:

- accepting requests for journeys from individual members or their representatives, or organisations booking on behalf of a number of individual members;
- doing our best to satisfy all requests for journeys of less than five miles;
- doing our best to satisfy requests for longer journeys when we are able to;
- not altering a pick up time by more than 15 minutes either side of the time we have agreed with you, without letting you know in advance;
- letting you know as soon as possible if your vehicle is going to be delayed by more than 15 minutes

We will always do our best to satisfy as many requests for transport as we can, however there will be occasions when we may have to:



- decline a request for a journey when we do not have the resources available to provide it;
- cancel a journey for a reason we cannot control – such as bad weather, a vehicle breakdown or the actions of other people.

If we have to decline a booking request we will always try to let you know within one working day of receiving your request.

We will also:

- process your fully completed application form within 5 working days of receipt;
- respond promptly to inquiries about membership
- send out an application pack within one working day of receiving a request;
- Offer you an alternative means of communication if a disability or language barrier makes using the telephone difficult or impossible;
- ensure that our staff treat you with dignity and respect at all times;
- provide information about our service in alternative formats and languages if you ask us to;
- provide assistance to and from the vehicle
- allocate you a vehicle suitable to any requirements you have, related to your disability.

## **What we ask of you**

We will always do our best to meet the service standards we have set out in this Charter. In return we ask you to:



- tell us as soon as possible if you wish to cancel a booking you have made, to enable us to offer the seat to another passenger;
- be ready to travel at the earliest time our staff have told you that our vehicle may arrive;
- let us have a telephone number so that we can contact you in case of problems with your booking; and
- respect the fact that our staff and other passengers have a right to work and to travel without having to tolerate aggressive or abusive behaviour.

### **If we fail to meet our service standards**

If you feel that we have failed to meet any of the service standards set out in this Charter, you can raise the matter with our Customer Liaison Unit.

**By email:** [enquire@tfl.gov.uk](mailto:enquire@tfl.gov.uk)

**By telephone:** 0207 027 5823

**By fax:** 0207 027 5919

**By letter:** London Dial-a-Ride Customer Liaison Unit  
Progress House, 5 Mandela Way, London SE1 5SS

Our Customer Liaison Unit is separate from the day-to-day operational management of the service. It is there to represent you.

### **Our complaints policy**

Our policy is to:

- welcome comments, complaints and suggestions;
- investigate all complaints where necessary;
- find an appropriate solution where possible;



- use comments, complaints and suggestions we receive to improve our services.

We will do our best to reply fully to a comment, complaint or suggestion within 10 working days of receiving it. If we cannot give you a full answer within this time, we will contact you within 10 working days to tell you why.

If you are not satisfied with our reply, you can take the matter up with London TravelWatch. This is an independent body set up to act as the watchdog for transport users in and around London.

By email: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)

By telephone: **0207 505 9000**

By fax: **0207 505 9003**

By letter: **London TravelWatch, 6 Middle Street, London EC1V 7JA**

**Website: [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)**

London Travelwatch will investigate your complaint, seek a report from London Dial-a-Ride and any other relevant person on how they have dealt with the matter and make recommendations it thinks necessary to Transport for London ( which owns and operates London Dial-a-Ride).

Comments, complaints and suggestions should always be made first to London Dial-a-Ride. London TravelWatch will not investigate them if you have not already been in touch with us to allow us to look into the problem.

### **Help us shape Dial-a-Ride's future**

We hold regular meetings – called Local Area Panels – to give passengers, carers and representatives of local



disability organisations the chance to have an influence on the development of the service and to discuss how well we are providing it in their area. Free transport is provided for Dial-a-Ride members attending

For information on the next meeting in your area, contact the Customer Liaison Unit ( see above for contact details) or visit the TfL website: [www.tfl.gov.uk](http://www.tfl.gov.uk)



## How well are we performing?

London Dial-a-Ride regularly publishes a number of performance indicators on the TfL website

[www.tfl.gov.uk/dialaride](http://www.tfl.gov.uk/dialaride)

to show whether we are meeting our service standards.

Every three months we publish:

- the number of journeys we have provided
- the percentage of journey requests that we have been able to meet
- The scores given by our customers, when we survey them for their satisfaction with:
  - the service overall
  - the proportion of calls we answer first time
  - the booking process
  - the telephone operator
  - the driver
  - ease of getting on board
  - smoothness and freedom from jolting on board
  - ease of getting off the vehicle
  - cleanliness of the outside of the vehicle
  - cleanliness of the inside of the vehicle
  - the punctuality of the service