

WP4.4 CUSTOMER CHARTER

We are Doncaster Area Bus Partnership

We are South Yorkshire Passenger Transport Executive (SYPTTE), the bus service operators in Doncaster and, Doncaster Metropolitan Borough Council all working in partnership to make travelling in Doncaster by bus an attractive choice, good value and as easy as possible.

Putting the customer at the heart of what we do

We put our customers at the heart of everything we do. We actively listen and take positive action from what you say so we can review our services to better meet your needs. We are always looking for ways to improve our services for you, so when you feel that things could be better let us know and we will work to put things right whenever we can.

Why have a Customer Charter?

Our Customer Charter lets you know what we do, why we do it, and how you can make a difference. We want to be easy to deal with and we want to know and understand your opinions about the services we offer to allow us to better meet your needs. The Customer Charter lets you know what we promise to you, how important your feedback is and what you can expect from us when you give us any feedback.

Our promises and commitment to you

We promise:

- our staff will be welcoming, friendly, helpful and polite to you,
- we will train all our staff to have customer service skills so they treat all customers fairly and with respect,
- our vehicles and facilities will be safe, regularly serviced and clean,
- we will let you know the standards to expect and openly share both how we perform and how we'll address shortfalls,
- we will provide information about our services and ensure it is clear, free of jargon, up to date, and accurate,
- we will make contacting us easy by offering a range of ways for you to contact us,
- we will listen to what you say, fully investigate, and try our best to answer all your queries and concerns,
- we will learn from your feedback and tell you what we've done as a result,
- we will regularly review this Charter to make sure it meets your needs.

Your invitation to 'Tell us what you think'

We'd really like to hear your thoughts and suggestions about travel in the Doncaster Bus Partnership area. By giving us your feedback we will know what is working well for you, and what is not, so that we can keep reviewing and improving our services.

Whether your feedback is about our staff, services, your positive experience, or you want to highlight areas for improvement, you can tell us what you think by contacting us in any of the following ways:

- Visit travelsouthyorkshire.com and complete an online form by clicking onto 'contact us' on the menu banner

- Email traveline@sypte.co.uk
- Call Traveline on 01709 51 51 51
- Pick up a form by visiting a Travel South Yorkshire Information Centre, or use an interactive kiosk

You can also contact the larger bus service operators directly at:

First Customer Services
Midland Road Garage
Midland Road
Doncaster
S61 1TF

☎ 01709 566 000
📧 firstgroup.com

Stagecoach Yorkshire
Unit 4 Eldon Arcade
Barnsley
S70 2JP

☎ 01226 202555
✉ yorkshire.enquiries@stagecoachbus.com
📧 stagecoachbus.com/customerservice

We aim to respond to your feedback as quickly as possible, and will get back to you within seven days of receipt. Often we'll reply on the same day that we hear from you.

If we need to pass your feedback onto to another organisation we will let you know who it has been passed to, why, and what response you can expect.

Our response to customer feedback

We are committed to making changes and improvements to our products and services as a result of customer feedback. To let you know about the actions we have taken, we will display information about your feedback in our interchanges, at bus stops, on all parties' websites and through other communication channels.

Consultation groups

Because it is important that we know what you think about our services and the type of information or products you need, we hold regular customer focus groups and carry out public consultation to discuss your thoughts on public transport. If you are interested in taking part in this please let us know.

Removing barriers

If you have hearing difficulties and would like to contact us, you can phone us on 01709 515151 using a Tynetalk service or visit travelsouthyorkshire.com and use the Browsealoud facility.

Stagecoach Yorkshire have a dedicated contact number for anyone with a disability. The disability helpdesk can be reached by calling 0845 266 6606 or by email Yorkshire.Disabilityhelpdesk@Stagecoachbus.com

If you have difficulties with your sight, we will send you upon request information in a format you are able to use. If we need to write to you we can do so in large print, Braille, or we can record the letter in an audio format.

If English is not your first language then when you phone our contact centre on 01709 515151 we will arrange for a translator over the telephone. If you write to us in the language you speak, we will try to answer in the same language.

Appeals process

South Yorkshire Passenger Transport Executive

If you contact us and are not satisfied with our response, you can contact the Head of Customer Services, using the details below, who will review your concern:

Head of Customer Services
11 Broad Street West
Sheffield
S1 2BQ

Email: nigel.cairns@syppte.co.uk

When we receive your letter or email we will reply within ten working days. If we can't give you a full reply, we will write to you explaining why and when you can expect this.

If you are still not satisfied after this you can write to the Combined Authority, the governing body which oversees public transport in South Yorkshire.

You can write to them at:

The Deputy Clerk (Policy)
The Joint Secretariat
18 Regent Street
Barnsley
S70 2PQ

They will respond to you within 20 working days. If they can't give you a full reply, they will write to you explaining why and when you can expect this.

The [Local Government Ombudsman](#) can also consider some complaints about SYPTE or Sheffield City Council's activities. Their details are on the Ombudsman website lgo.org.uk or you can call 0300 061 0614 or text 0762 480 4999

Operator appeal arrangements

If after contacting us you are dissatisfied with our response there is an independent organisation that can review your complaint. You can contact them by writing to:

BAB, c/o Bus Users UK
PO Box 119
Shepperton
TW17 8UX