

## Customer Care Policy



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# Mission Statement

stanleytravel aim to provide a first class, efficient service to all our customers. We will achieve this through a commitment to staff training, the provision of high quality and highly maintained vehicles, and adherence to the company standards as set out in our employee handbooks, which incorporate the policies by which the company is regulated.

# Staff Training

To ensure that staff continually meet customer needs, we aim to provide relevant training. For example, new administrative and driving staff members receive induction training relevant for their position. Upon successful completion of the induction training they then commence a NVQ level 2 in either Customer Care (admin staff), Passenger Carrying Vehicles (Drivers), Team Leadership (Managers) and Business Administration (Office staff). Staff performance is monitored by their Department Manager, and any additional training arranged as required.

Employee handbooks provide guidance to not only the legal requirements of our business, but also the standards we expect of our drivers towards passengers.

All staff members are encouraged to work as a team and our open office policy allows employees to easily pass on customer feedback to Managers and Company Partners alike.

# Contact

Our main hours of business at our head office are 09.00 to 17.00, although our offices are staffed from 06.00 to 18.00. We have a customer contact centre, which is open 24 hours a day, 364 days a year (Closed Christmas day), and we also offer out of hours emergency contact numbers to our clients upon request.

Our open office approach means telephone callers and / or visitors to our offices will be dealt with by any one of our members of staff on site, who will be happy to help the customer or to direct them to the relevant member of staff.

Our friendly and helpful administration staff aim to answer calls within 5 rings where ever possible, and if they are unable to help the caller they will put them through to the relevant person who can. If they are unable to connect them with the member of the team they require, they will take their details, and email them to the member of staff concerned, ensuring the caller will be contacted as soon as conveniently possible.

Letters, faxes and emails will be dealt with within 16 business hours, or an acknowledgment sent advising when we will contact the customer if a more detailed reply is required.

# Our Drivers

We impress on our drivers during their induction period with us that they are the ones who create that all important first impression, and who make our reputation a reality. Every driver is expected to be a true professional in appearance, driving skills and courtesy and take exceptional pride and care in looking after their 'own' vehicle.

To achieve this, we expect drivers to, amongst other things...

- Greet passengers with a smile.
- Always be friendly and approachable.
- Helpful to passengers.
- Be patient with passengers.
- Be aware of what is happening around them.
- Be courteous to other road users.
- Always be smart and presentable.
- Maintain the cleanliness of the vehicle (Both drivers cab and saloon).
- Always try and go the extra mile.

# Our Vehicles

To ensure we meet a wide variety of customer needs, our modern fleet of taxis and coaches comprises of a mixture of 4, 6, 8, 12, 16, 28, 33, 41, 49, 53, 57 and 70 seat vehicles, all fitted as standard with lap belts or 3 point set belts. Extra options include WC, DVD/Video with monitors, CD Player, tables, hot water boiler.

All our vehicles are maintained to the highest possible standards, ensuring our vehicles are all as safe and comfortable as possible. As a result of this, in 2008 we achieved a 100% first time MOT pass rate.

# Coach Hire

Hiring one of our coaches couldn't be easier. Customers just need to contact us by telephone, fax, email, letter or call in to see us, detailing their journey requirements. We will then advise them of our price and vehicle availability. If they are happy with the price quoted, they then need to confirm the booking in writing. We require a deposit of 20% of the hire fee (£20.00 minimum) which is payable within seven days of booking the coach, with the full balance due 14 days before the date of hire unless the Company has agreed to vary this condition.

Credit cards attract a surcharge of 2.5%.

*(Sorry, we are unable to accept payment by American Express)*

# Refund Procedures

Quite simply, if the customer has already paid for their booking, and subsequently have to cancel it they will receive a full refund so long as they notify us at least 15 days before the date of hire. Within 14 days, the following cancellation fees apply...

8-14 days = loss of deposit

3-7 days = 25% of the cost of hire

1-2 days = 50% of the cost of hire

Day of hire = 85% of the cost of hire

Arrival of coach at departure point = 100% of the cost of hire.

# Terms and Conditions

A copy of our terms and conditions are available upon request, or can be found at [www.stx.uk.com/pages/coachhire.htm](http://www.stx.uk.com/pages/coachhire.htm)

## Breakdowns and Delays

Whilst we aim to fulfil the requirements of all our customers, circumstances beyond our control may cause our service to be delayed.

Obviously we are unable to control traffic conditions and will do our utmost to route the vehicle away from a particularly congested area to ensure minimal delay. In the event our vehicle suffers a breakdown, we have technicians on call in and around the North East to offer advice and assistance to the driver or attend the vehicle to effect a speedy repair. Should the vehicle be unable to carry on with the journey we undertake to provide a replacement vehicle to minimise the inconvenience to passengers.

In the event of our vehicle being involved in an accident, we have an accident procedure policy in place to ensure, amongst other things customer safety.

## Health and Safety

The comfort and safety of our passengers is paramount. The latest vehicle legislation is rigorously implemented and drivers comply with all tachograph and working time directive rulings. We have a company medical emergency procedure policy in place to ensure speedy attention to any medical alert on board any vehicle, and all vehicles carry a first aid box for minor complaints.

A full health and safety policy document is available.

# Complaints Procedure

Should customers have any cause to complain about any part of the service received from stanleytravel, they should put their complaint in writing and address it to:

*Andrew Goodchild,  
Stanley Travel,  
69 Eden Terrace,  
Stanley,  
County Durham,  
DH9 7LL*

Or email it to [customercare@stanley-travel.com](mailto:customercare@stanley-travel.com)

They will receive a response to the complaint within 2 working days. If it's not possible to provide an immediate response due to a more lengthy reply or investigation being required, we will send them an acknowledgment of their complaint with a detailed reply to follow as soon as conveniently possible.

If they are unhappy with our handling of the complaint, they may wish to put the details in writing to:-

*North East Traffic Area,  
Hill Crest House,  
386 Hare Hill Lane,  
Leeds, LS9 6NF*

# Lost Property

Any items left on our vehicles are handed in to our main office where they may be collected. Reasonable efforts will be made to trace the owner of valuable items where possible. If we are asked to return items by post, we will request the appropriate postal fee in advance.

Perishable items will be disposed of after 24 hours.

Any items left with us for longer than 3 months will be given to a nominated charity.