



yelabus Complaints Procedure (incl Whistleblowing)

yelabus believes in the core principle of "customer first" assisting hiring group members, customers and passengers with their transport and travel choices whilst using our services. yelabus considers that there is always room for improvement and has an ongoing process of review and a willingness and commitment to monitor, reflect and develop.

If yelabus fails to provide a service of a standard acceptable to our users, we need to know about the shortfall. 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 with the prime aim of satisfactory outcomes for all parties concerned.

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

Complaints Procedure:

Stage 1

Contact yelabus's Operations Manager about the complaint (verbally or in writing). At this stage we seek to sort out mistakes and misunderstandings in an informal manner. We want to make it as easy as possible for users to inform us of their concerns. The complainant can put the complaint in writing by letter or send in an email to yelabus, please include as many details as possible of your identity, the date, the events concerned and / or problem encountered.

Contact details:

Operations Manager 07719 799263 or

email to operationsmanager@yelabus.org.uk please copy our Secretary:
secretary@yelabus.org.uk

Mail address for both: c/o Council Offices, Reading Rd, Yateley GU46 7RP

Stage 2

If the initial discussion does not address the complainant'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 who can ensure that the matter will be fully investigated. A specific Trustee (but not the Chair or vice-chair) will usually be appointed to investigate and respond.

Our aim will be to respond to the complaint within 20 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 complainant may expect a reply.

Stage 3

If the complainant is not satisfied with the outcome at Stage 2 of the investigation, they can appeal to the yelabus Chair or vice-chair.

At Stage 3 the complainant should clearly outline why they are dis-satisfied and what outcome they would wish from a further review. The Chair or vice-chair will carry out a review of the matter within 20 working days (the complainant will be informed if Stage 3 may take longer).

Whistleblowing

If an individual has good reason to believe that the charity's management will not act fairly on a complaint (and that belief cannot be addressed through reference to one or more Trustees) then

the correct course is to undertake a proper report to an external agency. The most obvious such agencies are:

- Hampshire Police in respect of traffic or similar events
- Hampshire County Council in respect of operational matters as they issue our S19 licence (mainly passengers and services)
- Charity Commission in respect of failure to comply with charity legislation

Those organisations are empowered to investigate and take appropriate action if yelabus has failed in its legal duties on proof of failure being established. yelabus will respond positively to ensure that any such complaint is fairly investigated and accept that the complainant has rights to remain anonymous and to be protected from future penalty by yelabus in accordance with the law. If this route is used the timescale is not within the control of the Trustees.

Review

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

Signed..... K. R. W. Pithers Date..... 10/3/26