



## Manchester Community Transport

# CUSTOMER CARE CHARTER

Manchester Community Transport is dedicated to providing clean, safe, affordable travel solutions for anyone wishing to travel within Greater Manchester, including passengers with special needs.

This Charter sets out the standards of service that Customers should expect from Manchester Community Transport (MCT).

1. Our service is provided to any individual or organisation within the Manchester Community.
2. MCT's services cover a wide range of passenger transport options including:-
  - Scheduled Bus Services
  - Mini-bus Hire
  - Group Travel
  - Coach Hire
  - Driver Training
  - Shopping Shuttles
  - Local Link
3. Our non-profit making status allows us to provide greater levels of customer safety, comfort and satisfaction.
4. All MCT Mini-buses are clean, smart, legally safe and fully insured; with adequate seating.
5. Travel Packs are available to hire customers outlining the terms and conditions of vehicle hire, which will include useful information on insurance certification, passenger safety and tips on ensuring a comfortable ride.

6. MCT Staff will be friendly, helpful and courteous at all times.
7. As a community based organisation, MCT offers extremely competitive rates and hire costs, with specially discounted rates for some un-funded community groups.
8. MCT will continually re-invest in its services. Our services will grow, evolve and improve in response to passenger needs and customer feedback.
9. All vehicles and travel schemes will comply with current Health & Safety regulations and public liability insurance directives.
10. Passengers with special needs will be treated with care, respect and courtesy at all times.
11. MCT Staff will listen to and endeavor to understand the particular needs of each customer.
12. All customers will be treated fairly and honestly and their rights and concerns will be respected at all times.
13. Customers views and suggestions are welcomed and feedback is positively encouraged.
14. Any query or problem customers may encounter will be dealt with swiftly and effectively.

MCT staff take pride in the quality of the service they provide. In the unlikely event that you are not satisfied please remember that MCT staff and drivers are there to help you, so please talk to them about any issues you may have. If you would feel more comfortable using our Customer Feedback Form, please ask your driver or MCT staff for a copy, or visit our website at [www.manct.org](http://www.manct.org) Alternatively contact MCT directly on 0161 946 9255.