



# Customer charter



making **warrington** move



## **We promise to listen to you, our customers**

Customer Panel meetings and Customer Surveys are frequently carried out to ensure your satisfaction and we promise to respond to all feedback. As part of our money back guarantee, we offer full refunds for problems within our control, and our 'Comments, Compliments and Complaints Policy' is available from our offices and website.

## **We promise to communicate with you, our customers**

We will continue to provide accurate information that is clear and easy to understand, and support the operation of the new Real Time Passenger Information System. Our handy 'Know Your Network Guide' provides a guide to all our routes and services with company and performance information always readily available from both our website and newsletter.

## **We promise to offer a good value bus service**

We offer a variety of tickets to suit different needs at value for money prices. Single, return and one-day tickets are available from your driver and weekly/monthly tickets from our offices at Warrington Interchange.

## **We promise to operate a reliable bus service**

95% of all buses will depart from the starting point of the journey within a window of one minute early or five minutes late.

## **We promise to operate a quality fleet of buses**

All our vehicles will be, on average, no more than eight years old, and serviced and maintained to standards approved and recommended by the government's Vehicle and Operator Services Agency (VOSA). We regularly invest in new buses as part of our commitment to provide a full fleet of buggy friendly, wheelchair accessible, CCTV protected vehicles.

## **We promise to provide well-trained staff**

Our drivers, inspectors and customer service staff are friendly, professional and well trained, and we are committed to ensuring all drivers are trained in Disability Awareness.



**At Warrington Borough Transport,  
we are committed to providing the best possible  
passenger transport service for everyone who lives,  
visits and does business in Warrington.  
This means a safe, reliable, sustainable network  
underpinned by a strong customer focus.  
We strive to lead, setting benchmarks rather than  
following them, and will seek to play an integral,  
active role in the continued development and  
regeneration of the community we serve.**

**Visit our all new website at:  
[warringtonboroughtransport.co.uk](http://warringtonboroughtransport.co.uk)**

**Warrington Borough Transport,  
Wilderspool Causeway,  
Warrington WA4 6PT  
Tel: 01925 634296**

**networkwarrington**  
warrington borough transport

**making warrington move**