



January 2017

Code of Conduct

On Taxi Driving Assessments

The Trust and its Assessors

At the Blue Lamp Trust endeavours to conduct all driving Assessments professionally and with integrity.

Our Assessors are qualified to high industry and professional standards.

The Trust strives to be fair, objective and highly professional. The Trust will not allow any influence on its decisions, actions or recommendations arising from matters of gender, race/ethnicity, creed/religion, age, disability or through financial inducement.

Candidates

The Trust will not tolerate any discriminatory or abusive behaviour, threats, intimidation or violent reaction towards its Assessors or Staff. Any such action(s) will result in immediate termination of the Assessment and the incident will be reported to the Police. Furthermore, the Trust will not accept any bookings, at the time or in the future, from a driver committing said misconduct.

The Assessor's decision on the outcome of a driving Assessment is final.

Complaints

Any complaint relating to the driving assessment must be received in writing within 10 working days and sent to info@bluelamptrust.org.uk or addressed to;

General Manager
The Blue Lamp Trust
C/O Police and Fire & Rescue HQ
Leigh Road
Eastleigh
SO50 9SJ