



E: [info@borderramblerbus.co.uk](mailto:info@borderramblerbus.co.uk)  
[www.borderramblerbus.co.uk](http://www.borderramblerbus.co.uk)

### **Border Rambler Disciplinary Process**

The Directors of the Border Rambler C.I.C. will always attempt to resolve complaints and issues sensitively, quickly, informally and with the minimum of fuss. This will normally involve a conversation with the member concerned by one of the Directors. Success is never having to use this procedure but on the hopefully rare occasion that a formal process is needed, then the following will apply.

**Stage 1** - On receipt of information requiring attention the Chair will nominate one of the Directors to deal informally with the issue by speaking with the individual(s) concerned.

**Stage 2** - If the problem continues or is not satisfactorily resolved, the Chair will nominate a different Director to produce a written record of the issue and the informal action taken. The Directors will consider this matter at a meeting of Directors and either take no further action or issue a written warning letter to the individual(s) concerned. The warning letter would remain "live" for 12 months during which any continuation or re-occurrence of the issue would be reconsidered by the Directors and may result in the termination of the individual's membership.

**Stage 3** - The Chair will consider any appeal from the individual concerned, in writing, if submitted within 5 days of the notice to terminate membership. The Chair's decision to be final. There is no appeal against the issue of a warning letter. Any conduct considered to be "gross misconduct" may result in the immediate termination of membership. "Gross Misconduct" would include misuse of drugs including alcohol, theft/dishonesty, undisclosed previous convictions, suspension/withdrawal of driving licence, dangerous driving, violence, offensive words/behaviour, bringing the Border Rambler into disrepute, a serious breach of Health and Safety policy, harassment, misuse of buses or equipment and any other conduct/behaviour deemed to be gross misconduct by the Directors.

The grant and termination of membership of Border Rambler C.I.C. is a matter wholly under the control of the Directors.

### **Passengers**

A similar procedure of informal action/formal written warning will be used for unacceptable conduct/behaviour by passengers, ultimately leading to a refusal to be carried for a set period, normally 6 months on the first breach, unlimited on second or subsequent breaches. There is no appeal against a "refusal to be carried".