



Wheelchair access to buses

If a disabled wheelchair user is either refused access to a public bus, or a bus fails to stop, you may have a right to complain.



YOUR WHEELCHAIR USER RIGHTS ON BUSES

The official Transport for London procedure protects the rights of wheelchair users as follows:

‘On all buses, there is room for one wheelchair user’

‘Wheelchair users have priority over everyone for use of the wheelchair space. If someone in a wheelchair wishes to board, and the wheelchair space is occupied by standing passengers or buggies, standing passengers will be asked by the driver to make room if possible. Buggy owners will be asked to fold them and put them in the luggage space or keep them by their sides.’

It is important to note that bus companies may not be able to guarantee access to a wheelchair user if the one wheelchair space provided is occupied by another wheelchair user.

WHAT TO DO

If you do experience what you would consider a poor level of service regarding wheelchair access to a public bus in the Hillingdon area, your local Hillingdon LINK can help you by making a formal complaint to the appropriate bus company. In order to do this, please help us by providing the following information:

Which - bus route?

What - fleet or registration number?

When - date and approximate time?

Where - location or general direction?

Hillingdon LINK will use this information to make a formal complaint to the bus company in question, in order to improve disability awareness across the bus service network. Please contact us at:

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