



Code of Conduct

Taxi Driving & Wheelchair Assessments

The Trust and its Assessors

BLT Driver Training endeavours to conduct all driving assessments professionally and with integrity.

Our Assessors are qualified to high industry and professional standards.

We strive to be fair, objective and highly professional. We 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

We 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 candidate's local authority or if necessary, the Police. Furthermore, we 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 emailed to info@bltdrivertraining.com. Please provide as much detail as possible to allow us to investigate fully. BLT Driver Training will under no circumstances accept, comment on, or review audio or video footage provided by a test candidate or third party to facilitate a challenge to the conduct of a driving assessment or its result. Any complaint received outside of this time limit will not be investigated.