



REFERRER REGISTRATION FORM

Referrer Organisation and Address:		Referrer/Referrers Contact Name:	
Office Number:		Mobile Number:	
E-mail address:			

REFERRAL GUIDELINES

Be-Link'D Statement of Principle

The Be-link'D is a service provided within the Buchan area which offers free transportation of referred clients to and from appointments. Any clients already registered with Buchan Dial-A-Community Bus on our T4U service will not be eligible to use the Be-link'D service.

1. Referrals will only be processed if received on a referral form R.F.1
 - a) Referrers must state their name, position, office, and contact information in terms of email, office phone number and a mobile number.
 - b) Referrers must state if there are any special requirements for the transportation of clients i.e. does the client have a mobility or physical impairment?
 - c) Referrers should indicate which purposes their client might require transport for.
 - d) Referrers must state if an escort is travelling with the client; please note that we are unable to provide an escort.
2. Referrals must be received at least one (1) working days prior to the date of the travel Monday to Friday. Please note that this is not an emergency service and so prior written/electronic notice will be required.
3. Referrals will only be accepted from registered referrers. All information relating to the clients is treated as confidential and will only be discussed as necessary with the Operations Manager in support of the driver and to assist the client.
4. The range of referrals are not limited, except where the resources to the project are not adequate to number and complexity of cases.
5. Once the client has been registered with Be-link'D they will be able to book their own transport directly if preferred.
6. The service will be available for pick up from 0900 with the last drop off being 1530.

Completed registration and referral forms to be sent to lynda.mcfarlane@dialabus.org.uk. Bookings and informal enquiries can be made by contacting Lynda McFarlane at Buchan Dial-a-Community Bus on 01771 619191 or 07397 270965 or email booking@belinkd.co.uk. Our offices are open 0830 – 1600, Monday to Friday.

At Buchan Dial-a-Community Bus, we are committed to protecting and respecting your privacy. Our Privacy Policy is available in full at <https://dialabus.org.uk/privacy-policy/>. Our policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information. Any questions regarding this policy and our privacy practices should be sent by email to info@dialabus.org.uk or in writing to Buchan Dial-a-Community Bus, Units 7-8 Community Service Centre, Market Street, Maud, Aberdeenshire, AB42 4NH. Alternatively, you can call us on 01771 619191.

TO SUPPORT THE COMMUNITY THROUGH THE PROVISION OF COMMUNITY TRANSPORT AND OTHER LINKED SERVICES

Buchan Dial-a-Community Bus is a company limited by guarantee and is recognised as a Scottish Charity.

Units 7 & 8 Community Services Centre, Market Street, Maud, Aberdeenshire AB42 4NH

Company no: 216225

Scottish Charity no: SC031183 01771 619191

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