

Determining redress for booked assistance not provided: draft framework for consultation

4. Evidence requirements

Operators should seek to gather and consider relevant evidence where available. They should ensure that evidential requirements are not unduly burdensome for passengers

This may include:

- Booking records and assistance requests.
- Available staff logs or operational records.
- Communication history relating to the incident and any previous similar incidents involving the passenger.
- Passenger statements and evidence of expenses.

Operators may need to balance passenger accounts, staff recollections, and available operational evidence, noting that some evidence may be unavailable, time limited, or outside the operator's direct control (such as CCTV installed on local authority land).

- ← Previous 3. Forms of redress
- → Next 5. Transparency, oversight, and escalation