



Early Bus Pass

Case Study

A 94-year old Battle of Britain veteran was ejected from a bus after a driver noticed his OAP travel pass was not valid - for another 40 minutes. The former RAF engineer had wanted to get on the bus at 8.50am so he could get into town for a day trip, but the pensioner's bus pass only offers elderly people discounted bus travel in Lancashire, UK after 9.30am. The driver told the old man he was too early, but when the elderly man said there was nothing on his own bus pass about restriction times, the driver ejected him from the bus.

Questions:

What motivated the employees to act as they did?

What rules were they following?

What consequences might he/she have faced for not complying?

How might the employer in each example assess and respond to the outcome?

How might each situation have been handled more sympathetically?

Have you ever been in a similar situation as an employee / service provider?

Have you ever been in a similar situation as a customer?



Disco Ban

Case Study

A 20-year-old woman, who suffers from a bone disease, was denied access to a nightclub on the grounds that her crutches could be potential offensive weapons. The woman, who cannot walk unaided, was told by the security staff she could go in if she handed in the crutches, to be returned when she left.

The manager of the nightclub said the ban was imposed on legal advice after two violent incidents, and that their lawyers had assured them that they would not be infringing any discrimination legislation.

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Hospital Treatment

Case Study

A Cork woman, who had to have her leg amputated for vascular reasons, was forced to travel to Dublin for a 6-week-long treatment, even though the same treatment was available in Cork. She was told that if she had lost her leg in a car crash, she could have availed of the treatment in Cork.

The woman had three young children and spending 6 weeks away from her family would cause very significant family upheaval. In the opinion of the senior surgeon the woman would have received the same level of care in Cork as in Dun Laoghaire. The only reasons preventing the woman from being treated near home were administrative.

Questions:

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How might each situation have been handled more sympathetically?

Have you ever been in a similar situation as an employee / service provider?

Have you ever been in a similar situation as a customer?