



The Diggers Charitable Trust
reg. Charity No: 1143055
admin@thediggers.co.uk
Office:149,Hyde Road Denton Manchester M34 3DW
Tel: 0161 336 7378

'In the bleak mid winter'.

12/01/2021

I am the chairwoman of the above charity. On 23rd December I was returning from the charity smallholding in Diggle after feeding our sheep. Travelling home through Uppermill, I had to take avoidance strategy to avert a collision. In doing so I hit the kerb and thus the two near-side tyres burst. This happened outside Buckley's Bakery. I managed to get the car out of the town centre and eventually came to a halt just beyond the first turn off to Greenfield. At 12.25pm I contacted the RAC and requested assistance. I was told I had to pay £168 + mileage charge to the garage. This I did as I was anxious to get out of the situation as I had a nine year old boy as a passenger. I was informed that the present time for a call out would be one and a half hours. I explained I was an elderly person but they would keep me informed as to when assistance would arrive. Over three hours later we were still sat in the car with no information. It was cold and it was raining. A call of nature made us take a 10 minute walk to the Tesco Supermarket at Greenfield. As we arrived I received a call, it was from a breakdown truck that was parked in the Kingfisher car park. I explained why we had to visit the supermarket. I was asked where the car was situated and was told that we would be unable to be in the car whilst it was being towed and therefore he would have to call a taxi.

On returning to the car there was no sign of the breakdown truck by this time Jacob the nine year old boy was in tears I wasn't far behind. Dan a motorist stopped. He had been along the road several times that afternoon and could not understand why we were still there. I explained about the RAC and the tow truck and he drove off to see if it was still there, but it had gone. Dan was angry and he took my membership number, went back to his car and contacted the RAC. A few minutes later he returned and passed his phone over so that I could speak to whoever was on the other end. A man explained that a tow truck would be sent out but it would be 3-4 hours!

He explained that someone had to be at the car when it was picked up. That would amount to at least 7 hours before the RAC attended. Did they expect an elderly person to wait that length of time?! Dan kindly gave them his phone number so they could contact him when they went to pick up my car. Dan lived locally so I gave him my car key and Jacob's mother came to pick us up at 4pm.

What happened was unacceptable irrespective of whether or not I had to pay. I have obviously made a very strong complaint and I have been offered 3 months free membership.

Membership of what? Perhaps if I had collided with that car I would have been home sooner!
A so called rescue service that requires a membership fee then takes 7 hours to 'rescue' an elderly person. I draw you to form your own conclusions. Since I was on charity business, the trustees have offered to pay. If I accept, I have therefore requested a receipt for the payment from the RAC as it is needed for our accountant, as yet no response! In all my years of motoring, I have never been placed in such an appalling position and I have no confidence whatsoever in that 'motoring' organisation to continue with membership.

Thank you, Dan you certainly rescued a damsel in distress!

Kathleen Pearson Chairwoman.

Cc local newspaper,
Watch Dog
News section of our website
Dan
RAC