



COMPLAINTS HANDLING POLICY

We aim to provide an outstanding level of service, and welcome all feedback that helps us do this. If we have got something wrong, then it is our objective to fix it as fast as we can and learn for the future. All feedback is important to us as it helps us to continually improve our service.

You can contact us:

By telephone: 01293 449191
(0700-1900, Mon-Fri)
(0830-1730, Sat)
(0930-1630, Sun)

By SMS: 07583 051915 (for people with accessibility requirements)

By e-mail: feedback@metrobus.co.uk

Our Website: metrobus.co.uk

By Post: Metrobus
43 Conway Street
Hove
BN3 3LT

In person: We have Travel Shops at Crawley Bus Station, Gatwick South Terminal and Redhill Bus station. Opening hours can be found on our website.

As much detail of your complaint as possible will help us. If it is about a specific journey then it helps to provide:

- The route number
- Date, time, location of the incident
- If relevant, your ticket number

Please check this carefully as incorrect information may lead to delays in investigating your complaint, or the outcome that we reach. In some cases, we may ask for details of your key card, mobile ticket account, or partial details of your contactless payment card if your complaint relates to one of those payment methods.

Our Response

All complaints are logged and investigated. Complaint investigations are monitored and may be audited to ensure they are handled correctly and within the timescales set out in this policy. Outcomes of investigations are discussed by senior management and where required, we make changes to ensure we learn.

Unless you specifically ask for us not to respond to a complaint, this is what you can expect:

- An acknowledgement of your complaint and a reference number on the day it is raised. If you raise your complaint at a travel shop and a reference number is not immediately available, the reference number will be provided via your preferred contact method within 24 hours
- A reply with an outcome to your complaint will be provided as soon as possible, but at the latest, we aim to do this within five working days. If that cannot be done, after five working days you can expect an update on any investigations taking place. We will also provide an expectation of when we will be able to provide a full response
- A full response will be provided no later than ten working days after your complaint has been made

If you're not happy with our response

We aim to provide a high standard response to your feedback. If our response does not meet your expectations, please let us know as soon as possible, but no later than ten working days after we provide our final response. Your complaint will be handed to a senior member of staff to review the initial outcome and take further action should they deem it necessary. This will be done within five working days of you telling us you are not happy with our response.

If you still do not feel we have resolved your complaint to your satisfaction, contact Bus Users UK giving them as much detail as you can. They will take things further for you. If they can not resolve it, they are partners in the Bus Appeals Body who will issue a Decision about your difficulty. Further information about their Alternative Dispute Resolution (ADR) complaints process can be found on their website

Address: Bus Users UK
Princes Exchange
Princes Square
Leeds
LS1 4HY

Email: complaints@bususers.org

Website: bususers.org

Telephone: 0330 111 0001