



## COMPLAINTS HANDLING POLICY

Feedback is important to us as it helps us to improve our services. We take all complaints seriously and investigate each one.

There are various ways to contact us:

Tel: 01293 449191  
(08.30-18.00, Mon-Fri)  
(08.30-17.00, Sat)  
(11.00-16.00, Sun)

E Mail: [feedback@metrobus.co.uk](mailto:feedback@metrobus.co.uk)

Web Site: [metrobus.co.uk](http://metrobus.co.uk)

Post: Metrobus Ltd  
Wheatstone Close  
Crawley RH10 9UA

Or visiting our Travel Shops at Crawley Bus Station or Redhill Bus station.

As much detail as possible of your complaint will help us. If it is about a specific journey then it helps to provide: the route number, date and time, location of the incident, and if relevant your ticket number.

### **Our Response**

Unless you have specifically asked for us not to respond to a complaint what sort of response can you expect:

- An answer within five working days. If a full answer cannot be given then an acknowledgement of receipt will be sent.
- A full reply within ten working days, or if that cannot be provided then an update on any investigation taking place.

If the complaint was made by phone or in person at either Travel Shop and a telephone number has been included then we will attempt to make contact by phone, in the first instance, within 24 hours of receiving the complaint on week days.

If you are not satisfied with our response then 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.

If you 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.

Bus Users UK

P O Box 119

Shepperton

TW17 8UX

Tel: 01932 232574

Email: [enquiries@bususers.org](mailto:enquiries@bususers.org)