



A quick guide: Making a complaint

Bus Users has been a recognised UK complaints handler for the bus and coach industry outside of London and Northern Ireland for over 30 years. It is also the only Alternative Dispute Resolution (ADR) Body specifically for the bus and coach industry.

Bus Users is wholly independent and impartial in its handling of complaints.

How we can help

If you've made a complaint to a bus or coach operator and you're not satisfied with the response, Bus Users can help. We handle complaints on a range of issues from driver rudeness and damage to property, to buses arriving too late, too early or not turning up at all, as long as the events occurred within the last 12 months.

Exceptions

If your journey was in London or Northern Ireland, you need to contact the relevant operator before complaining to London TravelWatch or the Consumer Council for Northern Ireland. We can't help with complaints from non-passengers, or over commercial decisions such as ticket pricing or bus routes, nor with any complaint already subject to legal action. If you're under 16, we'll need consent from a parent or guardian.

What we'll need to know

We'll need your full contact details, the time, date and location of the incident, the name of the operator and details about the vehicle and driver, where you were going, what happened and what outcome you would like. We'll then liaise with the bus or coach operator on your behalf and keep you informed at each stage of the process.

What happens next?

If you're not happy with the outcome you have the option of escalating your case to the appeal panel. The panel's decision is final and while we can't enforce it in law, the vast majority of operators accept the decision and abide by the requirements. In certain circumstances, the case file can be sent to the Traffic Commissioner who has the power to fine or disqualify an operator. If you're not happy with any aspect of your dealings with Bus Users, you can contact us and your complaint will be investigated by our Chief Executive.

More information

Complaints to Bus Users can be made by phone on 03000 111 0001, by email to complaints@bususers.org or online at www.bususers.org/complaints

You can also download a full copy of our Complaints Procedure or get in touch to request a hard copy.

About Bus Users

Bus Users is a charity that campaigns for inclusive, accessible transport. We are the only approved Alternative Dispute Resolution Body for the bus and coach industry and the designated body for handling complaints under the Passenger Rights in Bus and Coach Legislation. We are also part of a Sustainable Transport Alliance, a group working to promote the benefits of public, shared and active travel.

Alongside our complaints work we investigate and monitor services and work with operators and transport providers to improve services for everyone. We run events, carry out research, respond to consultations, speak at government select committees and take part in industry events to make sure the voice of the passenger is heard.

Bus Users UK Charitable Trust Ltd is a registered charity (1178677 and SC049144) and a Company Limited by Guarantee (04635458).

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