Bus Users UK Guide: Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) is a quick and inexpensive way for consumers to resolve a dispute with a retailer or service provider without having to go to court. Bus Users UK is the only approved ADR Body specifically for bus passengers and express and excursion coach passengers.

How does ADR work?

ADR Bodies usually offer 'mediation', where they help both parties to reach a mutually acceptable outcome, or 'arbitration', where they consider the facts and make an independent decision.

How long does it take?

An ADR Body must provide a clear procedure for complaints handling, in an accessible format that specifies exactly what is required from all parties and how long each part of the process will take.

Is their decision final?

While an ADR Body can't enforce a decision in law, the majority of retailers and service providers abide by the decision and meet their commitments. Anyone making a complaint through an ADR Body has the right to withdraw their complaint or seek legal advice at any time: their statutory rights are not affected. The trader does not have to engage with the ADR process but once they have, they do not have a right to withdraw.

Why become an ADR Body?

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. Following a change in legislation, all traders (including bus and coach operators) must now offer ADR to unsatisfied customers through a registered ADR Body. As an approved ADR Body, we offer dispute resolution across the bus and coach industry.

Will this change the way we handle complaints?

As an independent, registered charity we will continue to be handle complaints impartially. If you have any concerns about the way we've handled your complaint then the matter will be investigated by our Chief Executive.

| Complaints Procedure

Our Complaints Procedure is available to any passenger, on request either electronically or in hard copy, by contacting us on 03000 111 0001 emailing enquiries@bususers.org or visiting www.bususers.org/complaints

About Bus Users UK

Bus Users UK 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 the 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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