

## About us

Stagecoach East Midlands is constantly seeking to improve bus services and consequently welcomes comments and suggestions from our customers. We recognise that occasionally things may go wrong during your bus journey and, if this is the case, we would like you to tell us about your experience.

## Our terms and conditions

All our bus services are provided in accordance with our terms and conditions, a copy of which is available to the public for inspection at all our offices, depots, and Travel Shops.

## Contacting us

You can get in touch with us by telephone or email:

customer services **0845 605 0 605**

open Monday to Thursday 0830 - 1700, Friday 0830 - 1600

### email address

If you want to make your comments in person please call into your nearest Travel Shop - you'll find the address below:

Travel Shop  
Grimsby Depot  
Victoria Street  
Grimsby

Travel Shop  
Lincoln Bus Station  
Melville Street  
Lincoln

Travel Shop  
Newark Gilstrap Centre  
Castle Gate  
Newark

Travel Shop  
Skegness Bus Station  
Richmond Drive  
Skegness

If you have a disability and need help to make us aware of your comments you can contact us by telephone or email:

disability helpdesk **01522 580 515**

open Monday to Thursday 0830 - 1700, Friday 0830 - 1600

### email address

Alternatively, you may wish to write to us:

The Operations Manager  
Stagecoach East Midlands  
P O Box 15  
Lincoln  
LN2 4JB

## Our reply

All complaints, whether made in writing, in person, or by telephone should receive a response within seven days. In some circumstances it may not be possible to investigate and reply with seven days, in which case an acknowledgement letter will be sent to you within seven days followed by a detailed response within twenty one days.

If your complaint relates to any part of the service or subject that is not under our control we will send a reply within seven days and where possible pass on your correspondence to the relevant third party. If we are unable to forward your complaint we will try to provide appropriate third party contact details.

## Data recording

All complaints, whether made in writing, in person, or by telephone, will be recorded in a log detailing the details of the customer, the nature of the complaint, and the method of contact. The log will also record the action taken and the date and method of any response.

## If you are unhappy with our reply

Following a response from our Operations Manager if you do not feel your complaint has been resolved to your satisfaction you can write to the senior manager overseeing our procedure, David Skepper, the Commercial Director. He will review your complaint, the investigation procedure, and the response we have given, before responding to you in writing within fourteen days.

## Bus Appeals Body (BAB)

Once the procedure outlined above has been completed if you are still dissatisfied with our handling of your complaint you may raise the matter with the Bus Appeals Body (BAB), a non statutory organisation with bus operator and consumer representatives. The BAB will advise all parties whether a complaint is justified and if appropriate will recommend redress to the operator.

The BAB can be contacted through:

Bus Users UK  
PO Box 119  
Shepperton  
TW17 8UX.

**Stagecoach East Midlands**  
*connecting people with places*

# complaints procedure

