

1. Introduction

Sussex Coaches is committed to delivering a quality service at all times. However, we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from the Sussex Coaches we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, do let us know.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations.

2. How to lodge a complaint

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff. If you do not know who you should talk to, our initial call handler will help direct your call

Alternatively, you can write to, or email the Complaints Administrator at:

Sussex Coaches
Sailors Cross
Green Street, Shipley
West Sussex,
RH13 8PB

Tel: 01403 741976

Email: info@sussex-coaches.co.uk

Message us: via our website: www.sussex-coaches.co.uk

If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including email) we will acknowledge it by return and pass it to the appropriate staff member for action. If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff.

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

The proprietor accepts full responsibility for effective complaints handling. In all cases we will treat your correspondence in strict confidence, with fairness and objectivity. What to do if you are still unhappy; If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing, to the

Business Manager:-

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Business Manager,
Sussex Coaches,
Sailors Cross,
Green Street,
Shipley,
West Sussex,
RH13 8PB

E-mail: lyndi@sussex-coaches.co.uk

The Business Manager will reply to you within 7 working days of receipt of your letter or email.

If you are not content with the outcome you may raise your complaint with the proprietor by writing directly to:

Sam Ayling,
Proprietor,
Sussex Coaches,
Sailors Cross,
Green Street
Shipley
West Sussex
RH13 8PB

E-mail: sam@sussex-coaches.co.uk

The matter will be raised at the next full management meeting, and you will be informed of the outcome within 10 working days of that meeting.

3. Third Party Complaints

If you wish to complain about the service you have received from an individual or organisation which has been organised by Sussex Coaches on your behalf you should, in the first instance, raise the matter directly with the individual or organisation concerned. Sussex Coaches has a limited remit to resolve any such complaints on your behalf. Nevertheless, if you write to us we will forward any such complaints directly to the relevant individual or organisation for resolution. You will need to provide details of the reasons for your complaint. We will forward your complaint, together with a covering letter, to the body concerned within seven working days. We will copy you in, on all correspondence to and from the third party relating to your complaint.

5. Complaint Recording and Monitoring

Finally, Sussex Coaches takes every complaint and suggestion seriously. We systematically record the complaints received and the subsequent actions taken. The number of complaints, their nature and the speed with which they are dealt with are all monitored. We review regularly our progress on our handling of complaints.

6. Escalating Complaints

If you are dissatisfied with the outcome of a complaint. These can be escalated as follows: -

Public Bus Services

The Bus Appeals Body
c/o Bus Users England
Princes Exchange
Princes Square
Leeds LS1 4HY
Tel: 01134 577 900
E-mail: enquiries@bususers.org

School Closed Door Services

Transport Co-ordination
Northleigh (1st Floor),
County Hall,
Chichester,
West Sussex,
PO19 1RH

Tel: 03302225232