

So that we can contact you please tell us your details:

Name:

Four horizontal lines for entering name details.

Address:

Four horizontal lines for entering address details.

Telephone / Mobile:

Four horizontal lines for entering telephone/mobile details.

Email:

One horizontal line for entering email details.

Preferred method of contact: (Tick box)

Post Telephone Email

Stagecoach takes your privacy very seriously. We only collect information we need to provide the service you have requested. It is not our policy to provide any other organisation with your details or information provided to us via our website, unless required by law and we will never provide your e-mail address to anyone and only hold addresses for specific reasons. Stagecoach use your email address to provide you with information about promotions and services we think may be of interest to you.

Please send your comments to:

Freepost
STAGECOACH WEST HEAD OFFICE

If after contacting us you are dissatisfied with our response there is an independent organisation that can review your complaint. You can contact them by writing to:

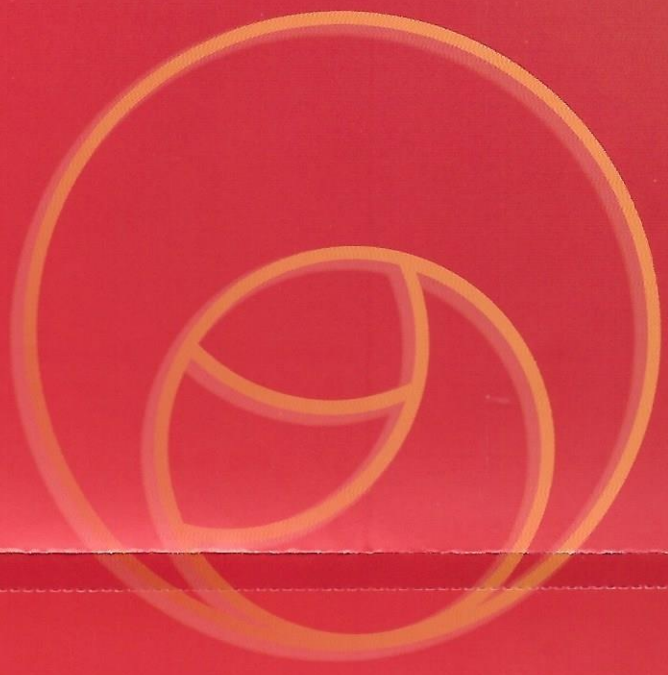
Bus Appeals Body,
c/o Bus Users UK
Victoria Charity Centre
11 Belgrave Road
Westminster
SW1V 1RB



CUSTOMER RESPONSE FORM

January 2019

Tell us what you think...



Please send your comments to:
Freepost
STAGECOACH WEST HEAD OFFICE

Follow us: @Stagecoach_West

Download the
Stagecoach Bus App



traveline
public transport info
0871 200 22 33
Calls cost 12p per minute
plus your phone
company's access charge.

Please consider the
environment
and recycle this leaflet.
Details correct
at time of going
to print.

Information correct at the time of print, January 2019

**Here at Stagecoach West
customer service is something that
we take very seriously.**

We are committed to ensuring we give the best possible service for our customers and that all our members of staff are helpful, responsible professionals who always put the safety and comfort of passengers first.

We'd love to hear your comments, so if there is any part of our service, any member of staff you would like to tell us about, or anything else, please let us know.

To do this, you can contact us by telephone on **01452 418630**, visit us online at **www.stagecoachbus.com/west** or tweet us **@Stagecoach_West**

Alternatively just fill out your details on this handy form and post it back to us using the freepost address provided on the back of this leaflet.

Rest assured we take all comments, suggestions and complaints seriously and will deal with them in a confidential and effective manner.

We aim to respond to all correspondence within 7 days.

If you've made a complaint and we haven't been able to resolve it within this time, we will give you a likely timescale for its resolution. We'll also provide you with regular updates on the progress we have made.

Your bus ticket can often provide us with much of the information we need to investigate a situation, whether this is a complaint or to commend a member of staff who you feel has gone the extra mile.

It would be helpful if you could enclose your ticket and return it with this form.

If you would prefer to phone or email please hold onto your ticket as we may contact you later for some of the details on it.



Tell us what you think ...

Your ideas, comments, suggestions and complaints are all welcome.

Comments:

A large area of horizontal dotted lines for writing comments.

If you are writing about a specific incident it will be helpful if you could also provide as many of the details below as possible:

Date of travel:

Time of travel:

Service travelled on:

Travelling from:

Travelling to:

A large area of horizontal dotted lines for providing travel details.