

EXPRESS MOTORS COMPLAINTS HANDLING POLICY

Feedback is important to us as it helps us to improve our services. We take all complaints seriously and investigate each one.

There are various ways to contact us:

Tel: 01286 881108
(08.30-17.00, Mon-Fri)

E Mail: complaints@expressmotors.co.uk

Post: Express Motors
The Garage, Llyfni Road
Penygroes, Caernarfon, LL54 6ND

As much detail as possible relating to your complaint will help us. If it is about a specific journey then it helps to provide: the route number, date and time, location of the incident, and if applicable your ticket number.

Our Response

Unless you have specifically asked for us not to respond to a complaint what sort of response can you expect:

An answer within five working days. If a full answer cannot be given then an acknowledgement of receipt will be sent.

A full reply within ten working days, or if that cannot be provided then an update on any investigation taking place.

If you are not satisfied with our response then your complaint will be handed to one of our senior managers for further investigation.

If you do not feel we have resolved your complaint to your satisfaction, contact Bus Users UK giving them as much detail as you can. They will take things further for you. If they can not resolve it, they are partners in the Bus Appeals Body who will issue a Decision about your difficulty.

Bus Users Wales
PO Box 1045,
Cardiff CF11 1JE
Tel: 029 2034 4300
E.mail: wales@bususers.org