

At Borders Buses we want to provide you with the very best service that we can and need your help to put things right if we do not meet you, our customers', expectations. We therefore have a customer complaints procedure which aims to ensure that any concerns or complaints that you bring to our attention are dealt with in a consistent, fair and transparent manner. We will endeavor to answer your enquiry as fully as we can and investigate the matter thoroughly.

Anyone wishing to submit a formal complaint may do so by one of the following methods:

- by email: info@bordersbuses.co.uk
- by telephone: 01289 308719
(Please ensure you have the relevant details to hand before calling)
- In writing: Customer Services Manager
Borders Buses
Ramparts Business Park
North Road Industrial Estate
Berwick TD15 1TX

You should give as much information as possible including:
the date and time of your journey, the number, route and direction of the bus you travelled on and if possible, the registration number of the bus.

When you submit your complaint, please let us know how you would like us to respond (by email, post or by telephone).

We will accept complaints from any individual dissatisfied with our services or from a third party acting on that person's behalf with their consent. Anonymous complaints will be passed to the Managing Director and any anonymous complaints, written or verbal, which are considered unacceptable, such as those containing threats, are abusive or contain foul or derogatory remarks will not be pursued further and if appropriate may be reported to the police.

Customer complaints will be investigated by the Customer Services Manager who shall endeavor to remedy the complaint or issue an apology where necessary.

Complaints Procedure

Complaints may be submitted via letter, email or telephone and should be made within 7 working days of the incident. A "Customer Complaint Form" may be requested by email or telephone and is also available for download at www.bordersbuses.co.uk. **In some cases we may request that complaints made via telephone are confirmed in writing.**

An acknowledgement letter, confirming receipt of the complaint, will normally be issued within 7 working days and will explain what investigation needs to take place.

The Customer Services Manager will review all files in relation to the matter and issue a decision within 4 weeks of receipt of the complaint. Where this is not possible, an interim reply will be issued setting out the reasons for the delay in responding.

Where a Customer Complaint relates to a specific member of staff, we will investigate and take action as appropriate.

Where a mistake has been made an apology and explanation will be offered and every effort will be made to rectify the matter.

Where a complaint highlights that our processes or procedures are inadequate, every effort will be made to remedy the situation as quickly as possible.

If you are not satisfied with the response of the Customer Service Manager you may lodge an appeal with the Managing Director.

If you are unhappy with our response you may contact the relevant independent review body or visit the Bus Users UK website for further details at: www.bususers.org

An independent review of complaints is provided by Bus Passengers Platform, part of the statutory body, Passengers View Scotland. Contact details are:

Bus Passengers' Platform, Hopetoun Gate, 8b McDonald Road, Edinburgh EH7 4LZ
Telephone: 0300 111 0001 • Email: enquiries@bususers.org