

Sullivan Buses' Complaints Policy

Sullivan Buses view complaints as an opportunity to learn and improve for the future as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Sullivan Buses knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do
- All complaint information will be handled sensitively, telling only those who need to know and following data protection requirements.

We also appreciate and welcome compliments which we always pass on to the staff concerned.

In the first instance, please contact us (preferably via email):

Email: operations@sullivanbuses.com

In writing: Sullivan Buses, Deards House, St Albans Road, Potters Bar, EN6 3NE

Telephone: 01707 646803

What happens next?

- We'll send you confirmation that we've received your complaint
- If we can't send a full response within 14 calendar days, we will give you an update and anticipated response date.
- Whether your complaint is upheld or not, our reply will outline our investigation and conclusions and, where possible, any action taken as a result. Please note that we cannot disclose details of action taken in respect of staff.
- If you are dissatisfied with our response, please email admin@sullivanbuses.com and ask for your complaint to be reviewed
- This will be acknowledged
- If we can't send a full response within 14 calendar days, will give you an update and anticipated response date.

If you remain dissatisfied with our response following a review, you may contact Bus Users UK - <https://bususers.org/contact-us/> or phone 0300 111 0001