



TRAVELINE CYMRU COMPLAINTS PROCEDURE

Date: 13th May 2021



INTRODUCTION

The team at Traveline Cymru views customer feedback as an essential method of learning and development of our services, processes and people. We always strive to deliver the best possible service to our customers.

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

Please note that we do not operate any transport services ourselves. If you would like to make a complaint with regards to your experience on or in relation to any transport service, please contact the service operator directly. If you need any help accessing the contact details for your service operator, please do not hesitate to contact us by emailing feedback@traveline.cymru so we can give you their contact details.

COMPLAINTS POLICY

- The Traveline Cymru website complaints policy is as follows:
- 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 Traveline Cymru 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
- To ensure confidentiality of complaints where possible

HOW TO MAKE A COMPLAINT ABOUT TRAVELINE CYMRU

If you are dissatisfied with any element of the service Traveline Cymru have delivered, please make your complaint in the first instance by emailing feedback@traveline.cymru or by contacting us by telephone for free on 0800 464 0000. One of our customer service advisors will investigate your complaint.

If you wish, you can also put your complaint in writing to:

Customer Service

Traveline Cymru

PO Box 83

Cardiff

CF11 1NA



Once we have received your complaint, we will investigate thoroughly and get back to you with a resolution. Please note, to investigate complaints about our telephone service, we may need the telephone number you contacted us from and the time and date of call.

It is our aim to respond to your query within five working days. This may be to acknowledge receipt of the complaint and investigation may take a little longer.

WHAT TO DO IF YOU'RE NOT HAPPY WITH HOW WE DEALT WITH YOUR COMPLAINT

If you're not happy with how our Customer Service Advisors have dealt with your complaint either by email or on the telephone, please refer your complaint to our Managing Director at the contact details below:

The Managing Director

Traveline Cymru

PO Box 83

Cardiff

CF11 1NA

FINALLY

If you're still not satisfied with how we have dealt with your complaint internally, please contact Bus Users Cymru. Bus Users Cymru works with partners including Welsh Government, local authorities and bus companies across the country, to ensure the passenger receives the best possible service.

You can contact Bus Users Cymru in the following ways:

[Bus Users Feedback Form](#)

complaints@bususers.org