

Code of practice

At Edwards we welcome your comments and suggestions, because it helps us to improve our services and put things right when they have gone wrong.

We want you to contact us rather than just stop using our services.

We'll handle complaints with tact and consideration and never take them personally.

We know that you want to be taken seriously more than anything else.

When we have failed, we'll offer a sincere, speedy apology and a genuine commitment to avoid repeating any mistakes.

The Code

Responsibility for ensuring we handle suggestions and complaints according to this code, lies with our Serive Operations Manager.

We commit to giving you information on how to contact us with suggestions and complaints in a standard form on our website, on bus notices and information leaflets.

We commit to specifically briefing and training all our staff on our Code of Practice and our procedures.

All suggestions and complaints, whether made in writing (including by email), in person or by telephone will be investigated and dealt with promptly.

We'll respond as quickly as possible and always within one week, even if this is just to explain the investigation that needs to take place and how long it will take.

When comments or complaints are about matters outside our control, we'll pass them on to the relevant organisation and explain that we have done this.

Bus Users UK offers an independent review of complaints arising from the operation of local bus and scheduled coach services.

If anyone is not satisfied with our response, we'll always pass on their contact details and we'll make their contact details available; on our website, on bus notices and information leaflets.

Bus Users UK is a partner in The Bus Appeals Body (BAB), a non-statutory committee, and will refer any complaint to the BAB if they have been unable to reach a satisfactory outcome with you.

All suggestions and complaints should first be directed to Edwards Local Service, details of whom can be found on our contact us page. If you are unhappy with our response you may contact Bus Users UK on 0300 111 0001, email them at enquiries@bususers.org or visit their website, www.bususers.org.

You can also contact them by post.

Please write to:
Bus Users UK Cymru
PO Box 1045
CF11 1JE