

<Complaint template>

Make sure to replace all the items in square brackets with information.

Dear sir/madam,

I am writing to you to complain about the following bus services this week. I am seeking action and a reply from the Operator and CCing others for their complaint statistics.

The following buses were missing departing from [Stop name] towards [Route Number] [Destination]:

Date	Timetable Time	Actual Departure time
[Date]	[Timetable Time]	[or state if you gave up]
...		

The service ran late on the following occasions from [Stop name] towards [Route Number]:

Date	Timetable Time	Actual Time service arrived
[Date]	[Timetable Time]	[Actual Time]
...		

I am very [annoyed] by the poor service this week and would like to know how you as the Operator are going to make this situation right for me and other long suffering passengers. I look forward to your reply within the next 14 working days or there is insufficient explanation and information for making improvements I will raise this matter with Bus Users UK.

Yours sincerely,