

Customer Complaints Procedure

Customer Charter

At Newport Transport we aim to provide a quality service that is reliable, safe and comfortable for our customers. We highly value customer feedback and welcome any comments or suggestions about how we can improve our services.

For this reason, our customer complaints procedure is simple and responsive. All concerns are dealt with promptly by our experienced operational team

Complaints Procedure

We accept complaints from customers via telephone, letter and email.

Stage 1:

All complaints will be recorded and wherever possible will be resolved verbally at the point of receipt.

Stage 2:

If complaints cannot be resolved verbally, customers will receive an acknowledgement letter or email immediately upon receipt.

A full response, in writing, will be sent to the customer within 10 days of the receipt of the complaint.

Stage 3:

If a full written response cannot be given within 10 days, a second letter will be sent to the customer explaining the reason for the undue delay.

Stage 4:

A final written response must then be sent to the customer within a further 14 days. No complaints must go un-responded beyond 21 days.

In the event of customers not being satisfied with a response received they can request their complaint to be escalated to a Department Head or Director responsible.

Alternatively customers can contact Bus Users Cymru via; phone - 0300 111 0001 email - wales@bususers.org or in writing at Bus Users Cymru, PO Box 1045, Cardiff CF11 1JE.