



Easy Read Complaint Form



You can use this form to complain about bus services in Gloucestershire.

Please fill out as much detail as you can about your journey including:

- Your name and address
- Time you travelled
- Date you travelled
- Your bus number or where you got on and off the bus

Step 1 What is your Name?

Title (Mr, Mrs, Miss)	First Name		Last Name (surname)	

Step 2 Your Telephone Number 	or 	Step 3 Your Address (where do you live)? <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Step 4 Your e-mail address: 		

Step 5 What <u>date</u> did you use the bus? 		
What <u>time</u> did you use the bus? 		 <hr/>

Step 6 Where did you get <u>on</u> the bus? 		
Where did you get <u>off</u> the bus? 		 <hr/>

Now turn the page and tell us what happened

Step 7

What was the bus number or letter?



Step 8

Write down what went wrong on your bus journey:



Large area with horizontal dotted lines for writing.

The information you tell us may be shared with bus companies so we can resolve your complaint.

We now want to sort your problem - so please send this form to:

ITU Complaints
Gloucestershire County Council
Shire Hall
Gloucester
GL1 2TH



or drop it into the County Council, Shire Hall Reception

or e-mail your filled out form to:-

bustimes@gloucestershire.gov.uk

