



# 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?

First Name	

Last Name (surname)	

Step 2	
Your Telephone Number	

Step 3	Your Home Address	
<hr/>		
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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?			

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

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 empty grid area for writing the complaint details.

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

Please tick this box if you do **NOT** want your details shared

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

