
SCOTTISH STATUTORY INSTRUMENTS

2002 No. 199

The Bus User Complaints Tribunal Regulations 2002

Action upon receipt of notice of complaint

- 6.—(1) Upon receiving a notice of complaint in accordance with regulation 5, the Tribunal shall—
- (a) send an acknowledgement of receipt to the complainant;
 - (b) enter particulars of the complaint in a register maintained by the Tribunal for that purpose; and
 - (c) send a copy of the notice of complaint to the bus operator.
- (2) Upon receiving a copy of the notice of complaint in accordance with paragraph (1)(c), the bus operator shall within 21 days send to the Tribunal a copy of—
- (a) the original representations contained in the relevant complaint;
 - (b) its response to those representations; and
 - (c) its response to the notice of complaint.