

## SCHEDULE 1

### Bus user complaints

#### **Making a complaint**

**2. –**

- (1) A written complaint shall be made by a notice of complaint sent to the Sub-Committee.
- (2) A notice of complaint–
  - (a) shall be sent to the Sub-Committee within 28 days of the date on which the complainant has been advised that the bus operator has determined the relevant complaint;
  - (b) shall state the full name and address of the complainant;
  - (c) may specify some other address as being the address to which documents may be sent in connection with the complaint;
  - (d) shall specify the date on which the relevant complaint was made and the nature of any determination made by the bus operator on that complaint; and
  - (e) may include any representations which the complainant wishes to make.
- (3) The notice of complaint shall be signed by the complainant or an authorised representative.