

Complaints Policy



YEL.017

Yellowway Coaches Ltd welcomes customer comments and suggestions because it helps us to improve our services and put things right when they have gone wrong.

We want people to contact us rather than just stop using our services.

We will handle complaints with tact and consideration and never take them personally.

We know that customers want to be taken seriously more than anything else.

When we have failed, we will offer a sincere, speedy apology and a genuine commitment to avoid a repetition.

The Code

1. Responsibility for ensuring we handle suggestions and complaints, according to this code, lies with the Managing Director and Senior Management.
2. We commit to giving information on how to contact us with suggestions and complaints in a standard form, on our website, driver comments and information leaflets.
3. We commit to specifically briefing and training all our staff on the Code of Practice and our procedures.
4. All suggestions and complaints, whether made in writing (including by email), in person or by telephone will be investigated and dealt with within a maximum of 7 days.
5. We will provide a response as quickly as possible and always within 1 week, even if this is initially to explain what investigation needs to take place and how long this will take.
6. When comments or complaints are about matters outside our control, we will forward them on to the relevant organisation and explain that we have done this.
7. Complaints received will be investigated, a full reply to the customer and the file closed within a maximum of 7 days from the date of the complaint being made.
8. Should the complaint be regarding PSVAR discrimination, bus accessibility, driver training or enforcement then the customer should first reach out to Yellowway Coaches Ltd who will try to resolve the complaint. If the customer is not satisfied with the solution then the customer should be referred to <https://bususers.org/contact-us/> to make their complaint through this website.

Supporting Documentation

- Complaint & Commendation Log
- Investigation Form

- Customer Acknowledgement Letter
- Customer Investigation / Closure Letter

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