

Rural Bus Complaints Form

RURAL BUS are committed to providing an efficient and courteous service to all our customers.

If you are dissatisfied with the quality of service you received, please return this form to:
The manager, Rural Bus NCW Newcastle West, Sheehan's Rd, Newcastle West, Co. Limerick

or

E-mail to anne@ruralbus.com

Your complaint will be dealt with in accordance with the complaints and appeals procedure adopted by Rural Bus

[PLEASE WRITE IN BLOCK PRINT]

Name:	
Address:	
Telephone Number:	
Email Address (Optional)	
PLEASE GIVE DETAILS OF YOUR COMPLAINT:	
Service:	
Date:	
Cause of Complaint:	

SIGNED: _____ **DATE:** _____

OFFICIAL USE ONLY

Date Complaint Received: _____
Reference Number: _____
Date Decision Issued: _____
Appeal Decision: _____

Referred to/Date: _____
Date Acknowledged: _____
Appeal Received: _____