

Complaints procedure

We understand that from time to time things can go wrong and customers may wish complain about their experience.

Our devolved approach means that any complaint should be sent to the local operating company first and foremost to log, investigate and respond to apart from in regard to London buses when all comments, suggestions and complaints should be made Transport for London.

Our operating companies will do their best address concerns to put things right wherever possible. But for customers who find they remain dissatisfied with the way their complaint has been handled they may take their case to the statutory watchdogs: for rail passengers outside London this is Transport Focus, inside the greater London area it is London TravelWatch and for bus passengers it is Bus Users UK.