



## Easy Read Complaint Form



You can use this form to complain about bus services in Gloucestershire.

Please fill out as much detail as you can about your journey including:

- Your name and address
- Time you travelled
- Date you travelled
- Your bus number or where you got on and off the bus

### Step ① What is your Name?

Title (Mr, Mrs, Miss)	First Name		Last Name (surname)	

<b>Step ②</b> Your Telephone Number <div style="border: 1px solid black; height: 30px; margin-top: 10px; position: relative;"> </div>	or	<b>Step ③</b> Your Address (where do you live)? <div style="border: 1px solid black; height: 100px; margin-top: 10px; position: relative;"> </div>
<b>Step ④</b> Your e-mail address: <div style="border: 1px solid black; height: 30px; margin-top: 10px; position: relative;"> </div>		<div style="border: 1px solid black; padding: 5px; margin-top: 10px;">             Jasmin Boines              16 High Street              Sunnyfield              PT1 1AB           </div>

<b>Step ⑤</b> What <u>date</u> did you use the bus?		
What <u>time</u> did you use the bus?		

<b>Step ⑥</b> Where did you get <u>on</u> the bus?		
Where did you get <u>off</u> the bus?		

Now turn the page and tell us what happened

### Step 7

What was the bus number or letter?



### Step 8

Write down what went wrong on your bus journey:



The information you tell us may be shared with bus companies so we can resolve your complaint.

We now want to sort your problem - so please send this form to:

ITU Complaints  
Gloucestershire County Council  
Shire Hall  
Gloucester  
GL1 2TH



or drop it into the County Council, Shire Hall Reception

or e-mail your filled out form to:-

[bustimes@gloucestershire.gov.uk](mailto:bustimes@gloucestershire.gov.uk)

