



Bus User Complaints Form

Name of Complainant:

Date:

Location of Complaint or Issue:

Details of the Complaint or Issue:

Investigation of Complaint or Issue (to be completed by Business Manager or Delegate):

Recommendation & Remedy (to be completed by Business Manager or Delegate):

User advised:

Date:

Action implemented:

Date:

Follow up with driver:

Date:

Signed Business Manager (or Delegate):

Date: