

CUSTOMER CARE CHARTER

First are committed to the highest standards of customer service. We value the views of all of our customers and welcome any queries or comments on all aspects of our service.

We promise to:

- Be welcoming, friendly, helpful and polite
- Listen to what you say
- Treat you fairly
- Give you clear, correct and up-to-date information, and
- Offer a range of ways you can contact us

Tell us what you think

By giving us your feedback, we can keep improving our services. We'd really like to hear from you.

You can tell us what you think by:

- Post: Customer Services, First, Midland Road, Rotherham, S61 1TF
- Telephone: 01709 566000 (8.30 am – 5.00 pm Monday – Friday)
- Email: southyorks.enquiry@firstgroup.com

We will respond to your query or comments as quickly as possible. We aim to respond within five working days by letter or email.

If we cannot give you a full reply within five working days, we will write to you explaining why and when you can expect a full reply.

If you are not happy with our response, you can write to:

Deputy Managing Director, First, Midland Road, Rotherham, S61 1TF

When they have received your question or complaint, they will reply within five working days. If we cannot give you a full reply we will write to you explaining why and when you can expect a full reply.

If, after this you are still unhappy, you can write to:

The Bus Appeals Body, c/o Bus Users UK, P O Box 2950, Stoke-on-Trent, ST4 9EW

Telephone: 01782 442855
Website: www.bususers.org
Email: enquiries@bususers.org

