

### Complaint Continued

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone number \_\_\_\_\_  
E-mail \_\_\_\_\_  
Date you travelled with us \_\_\_\_/\_\_\_\_/\_\_\_\_

Once you complete this form you can post it to:-  
FREEPOST plus RRAX-CKCR-HELE  
The Operations Manager  
Manchester Community Transport  
Crossley Park, Crossley Road, Heaton Chapel  
Stockport SK4 5BF

Thank you for taking the time to complete our feedback form.

0161 944 9255

### What happens next

Once we have received your complaint we promise to:-

- Acknowledge receipt of your complaint
- Investigate your complaint thoroughly and fairly.
- If we are unable to deal with your complaint straight away, we will write and tell you the progress within 10 working days.
- If your complaint will take more than 10 working days to resolve, we will tell you this and keep you regularly informed of its progress.

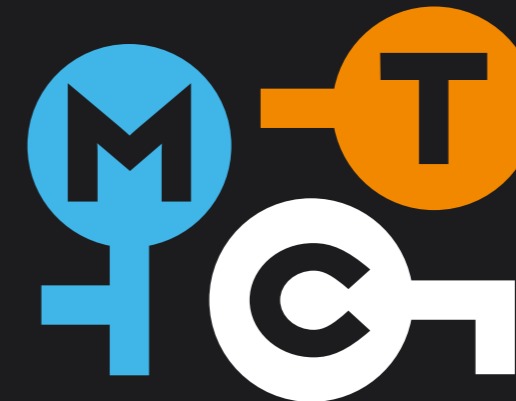
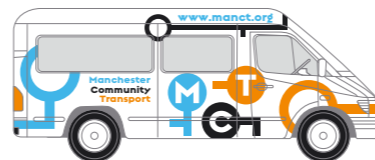
In the unlikely event of us being unable to resolve your query please do not hesitate to contact:

FREEPOST plus RRAX-CKCR-HELE  
The Operations Manager  
Manchester Community Transport  
Crossley Park  
Crossley Road  
Heaton Chapel  
Stockport  
SK4 5BF

Telephone: 0161 944 9255

### CUSTOMER FEEDBACK ONLINE

If you find it easier, you can always send us your comment or complaint by visiting us at [www.manct.org](http://www.manct.org) and clicking the Customer Feedback Link.



## Customer Feedback

At Manchester Community Transport we continually seek the views of the public about the services we provide. This allows us to be flexible and continually monitor and shape our services to meet the needs of the community. We welcome customer feedback, as this is a valuable tool in helping us develop our service to bridge the gaps in community transport provision.

As a valued customer we would like to know what you think, so if you have a comment or complaint about our service, please let us know:-

- What you think we are doing right
- How you think we could do better

**Manchester Community  
Transport**

**COMPLAINTS:** If you have a complaint please go straight to page 4 of this form.

**COMMENTS:**

Please complete the following.  
Which service do you wish to comment on?  
(please tick all that apply)

Bus Travel	Shopping Shuttles	
Mini Bus Hire	Local Link	
Group Travel	Coach Hire	
Driver Training	Other	

**Comments** Please give details of your comments here

**Comments Continued**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail \_\_\_\_\_

Date you travelled with us \_\_\_\_/\_\_\_\_/\_\_\_\_

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**What happens next?**

Once we have received your comments we promise to:-

- Acknowledge receipt of your comments
- Investigate your comments thoroughly & fairly
- Look to incorporate good suggestions within our Continual Service Improvement Plan
- Regularly publish performance information and make it available on all our vehicles.

**COMPLAINTS:**

We are sorry that you have found cause to complain about our service. We take all complaints about our services very seriously and we would be grateful if you could complete the following.  
Which service do you wish to make a complaint about? (please tick all that apply)

Bus Travel	Shopping Shuttles	
Mini Bus Hire	Local Link	
Group Travel	Coach Hire	
Driver Training	Other	

**Complaint** Please give details of your complaint here