

Peter Hogg of Jedburgh Ltd.

Complaints

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We welcome suggestions and complaints because they help us to improve our services and put things right when they have gone wrong. We want people to contact us rather than just stop using our services. We will handle complaints with tact and consideration and never take them personally. We know that customers want to be taken seriously more than anything else. When we have failed, we will offer a sincere, speedy apology and a genuine commitment to avoiding a repetition.

At Peter Hogg we have a designated person responsible for ensuring we handle suggestions and complaints according to our Code of Practice. Details can be found on www.roadhoggs.net together with a facility to file a suggestion or complaint online.

Information on how to contact us is also available on all buses, in all timetables and, where possible, in information leaflets.

All of our staff are specifically briefed and trained on our Code of Practice and procedures.

All suggestions and complaints whether in writing, by email, in person or by telephone will be investigated and dealt with.

We will provide a response as quickly as possible and always within one week of receipt, even if this is initially to explain what investigation needs to take place and how long this will take.

When comments or complaints are about matters outside our control, we will forward them to the relevant organisation and explain that we have done this.

The Bus Appeals Body in England and Wales is a non statutory committee offering an independent review of complaints arising from the operation of local bus and scheduled coach services. If you are not satisfied with our response, we will always pass on contact details for BAB. They are also available on, www.roadhogg.net, on all of our vehicles, on all timetables and, where possible, on information leaflets.

In Scotland, independent review of complaints is provided by Bus Users Scotland. Again, contact details for BUS are available on, www.roadhoggs.net on all of our vehicles in Scotland and on all Scottish timetables and, where possible, on information leaflets. If you are not satisfied with our response to your complaint, we will always pass these contact details on to you.