

## **Customer Complaints Charter**

The Lakeside Group work hard to deliver a helpful, friendly, easy to use and reliable service for our customers. The Lakeside Group are the largest coach operator in the West Midlands, we are an award winning company and we operate local bus services and coach services locally and nationally. We are proud to work with our local communities across Shropshire, West Midlands and Cheshire.

However, we know we don't always manage to get it right for our customers and there are occasions when things go wrong and when this happens we have a dedicated office team available to provide you with support. We want to be the best and are always looking for a better way to do things, so all customer feedback is important to us and we value you contacting us.

This charter sets out our commitment to you if you need to complain, what you can do to help us help you, and what you can expect from us.

### **Definition of complaint**

Any expression of dissatisfaction however made by a customer or potential customer about a service provided by The Lakeside Group.

### **We promise to:**

- Provide a customer focused service which will aim to resolve your complaint when you first contact us; we try hard to make sure you only contact us once for a full and satisfactory resolution
- Respond to all customer enquiries within 48 hours and provide a resolution if required and , depending on the complexity of the contact within 7 days.
- Be helpful, polite and treat you with respect
- Carry out surveys to get your feedback which we'll use to improve our processes and service standards
- Protect your personal information

### **You can help us by:**

- Giving us the information we need to help you
- Keeping any tickets or associated receipts for your journey
- Being polite to our staff
- Understanding we can't always share the details of our internal investigations

### **How to contact us**

Our office team are on hand to answer your questions, provide information which is important to your journey and help resolve any problems.

You can contact us in the following ways:

We will acknowledge your complaint so that you know we've got it within 48 hours and we'll aim to respond fully within about 7 days depending on the complexity of the investigation.

**Please contact by phone or e-mail**

Our office team can be contacted on 01952 605331 or by e-mail [enquiries@atbrowncoaches.co.uk](mailto:enquiries@atbrowncoaches.co.uk)

Customers can contact us [by phone](#) between **9am to 5pm, Monday to Friday**.

There are customer feedback cards in every vehicle which have QR codes that can be scanned, please see below.



Customer Complaints Charter for the Lakeside Group of Companies - Includes Lakeside Coaches Ltd, AT Brown Coaches Ltd and Lakeside Coaches t/a Merediths Coaches

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