

# Notification of Formal Complaint

Date of Complaint:    /    /

## Grievant Information

Name:	
Contact Number:	
Email Address:	
Address:	

## Complaint Details

Please tell us some information relating to the vehicle and route.

Date of Incident:	
Departure Location:	
Destination Location:	
Route Number:	
Vehicle Registration:	

Please select the correct category for your complaint.

- Driver Conduct and Behaviour
- Safety Concerns
- Scheduling and Punctuality
- Cleanliness and Maintenance
- Ticketing and Pricing
- Lost Items
- Other (Please Specify)

Please provide a detailed description of your complaint, including the sequence of events, names of the individuals involved (if known), and any relevant information that will help us investigate your complaint thoroughly.

**Witness Information:**

Please provide witness information if applicable.

	Witness 1	Witness 2	Witness 3
Name:			
Contact Number:			
Email			

## Resolution Expectations

Please describe what resolution or action you expect from Grayscroft Coaches to resolve this complaint.

## Supporting Documents

Please attach any supporting documents, such as photos, tickets or receipts that may help us better understand and investigate your complaint.

## Declaration

I declare that the information provided with this complaint form is true and accurate to the best of my knowledge. I understand that Grayscroft Coaches will investigate this complaint and respond accordingly.

Signature:	
Date:	

## Submit this Complaint

Please submit this complaint via one of the following methods:

- Email: [info@grayscroft.co.uk](mailto:info@grayscroft.co.uk)
- Post: Grayscroft Coaches, 15a Victoria Road, Mablethorpe, Lincolnshire, LN12 2AF
- In Person: Grayscroft Booking Office at the above address

Thank you for taking the time to bring the above concerns to our attention. We take all complaints seriously and will work diligently to address and resolve them. You can expect a response from us within 5 business days.