

SCHEDULE 1

Bus user complaints

Action upon receipt of notice of complaint

3. –

(1) Upon receiving a notice of complaint in accordance with paragraph 2, the Sub-Committee shall–

- (a) send an acknowledgement of receipt to the complainant;
- (b) enter particulars of the complaint in a register maintained by the Sub-Committee for that purpose; and
- (c) send a copy of the notice of complaint to the bus operator.

(2) Upon receiving a copy of the notice of complaint in accordance with sub-paragraph (1)(c), the bus operator shall within 21 days send to the Sub-Committee a copy of–

- (a) the original representations contained in the relevant complaint;
- (b) its response to those representations; and
- (c) its response to the notice of complaint.