

## **FARES4FREE – EXTERNAL COMPLAINTS PROCEDURE**

All external complaints should be submitted via our online complaints form, which can be found on the contact us page of our website, <https://fares4free.org/contact-us>.

We aim to reply to all complaints within 14 working days, where possible. If you do not have access to email, please call Fares4Free on 0141 266 6000 and log your complaint via telephone. The Operations Manager will then aim to get back in touch within 14 working days.

If you are not satisfied with the outcome of your complaint, you can appeal the outcome via The Operations Manager who will then escalate the complaint to the Chief Executive Officer. The Chief Executive Officer will then aim to get back in touch within 14 working days.



Marie Crombie  
Fares4Free Chief Executive Officer

06 November 2023