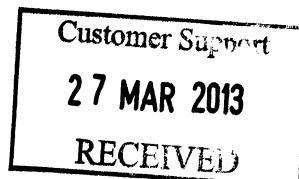


Transport for London

**London Buses**

## Comments Recording Form



Category: ☒ Staff ☐ Safety and Security ☐ Information ☐ Vehicle  
☒ Service ☐ Bus Stations ☐ Bus Stop/Shelters

Customer Contact Details:

☒ Mr ☐ Mrs ☐ Ms Forename: [REDACTED] Surname: [REDACTED]

Address: [REDACTED]

Email Address: [REDACTED]

Home Tel: [REDACTED] Work Tel: [REDACTED]

How would you like us to contact you? ☐ By phone ☐ By letter ☐ By Email

Details:

Date: 22<sup>nd</sup> Mar 13 Time: 17:30 Location: VICTORIA STN

Route Number: 52 Vehicle Registration/ID Number: ?

Officials Number: ? Driver Number: ? Gender: female Apx Age: 25-30

Any other features: No - Independent - Dark skinned

Description: I entered the bus at the stop of Kensal Rise. However, once the bus reached the top of Ladbroke Grove just before the mini roundabout, the bus stopped and did not move - although I might be running a bit early & was held back - this continued throughout the journey. At one point I went to ask the driver why & what was the delay? If she answered & she moved then head to the front but did not look at me - I then asked again & asked her to repeat herself as I could not hear her & she gave some kind of yes we are delayed I think?

Her manner was really not nice - no announcement or simply saying we have been held back - will be on our way in ?? minutes. If I had gone & asked her again (which I didn't) I would have been annoyed and rude. Instead I went to the bus company's office - where the staff were very good - The driver leaves about to be dismissed many people won't follow!!!  
She needs customer skills!!!!

Can Information be disclosed if necessary to investigate this matter? ☒ Yes ☐ No

"No reply is needed."

**This Section to be completed by London Buses Staff:**

Location Comment Taken: VICTORIA STN

Date: 22<sup>nd</sup> Mar 2013 Staff Badge No: [REDACTED]

Comment Form taken away by customer for completion: ☒ Yes ☐ No

This form to be sent to

London Buses Customer Services, 4th Floor, 14 Pier Walk, London SE10 0ES.

Tel: 0845 300 7000 Fax: 0207 027 9914 Email: customerservices.buses@tfl.gov.uk

White Copy to Customer Services. Yellow Copy to Customer. Pink Copy retained on site

MAYOR OF LONDON

LB 087814