

22nd March, 2010

Mr. Michael Traill
14 / 4 Mount Lodge Place
Portobello
EDINBURGH

Dear Mr. Traill,

Freedom Of Information (Scotland) Act - Information Request

I refer to your e-mail of 7th March. In that e-mail you make a Freedom Of Information request in the following terms,

"I request to know the total number of complaints recorded during the following years :

- 1) 2006
- 2) 2007
- 3) 2008"

The relevant totals are -

2006 2,709 complaints 2007 2,212 complaints 2008 2,124 complaints

If you are dissatisfied with how we have responded to your request for information and/or the information that we have provided, you can request that Lothian Buses carry out a review. This will take a maximum of 20 working days. If you would like to do this, please contact Norman Strachan, Finance Director, at the address below or e-mail: nstrachan@lothianbuses.co.uk. Please note that any request for review must be made in writing or other form having permanency, include a name and address for correspondence and be made within 40 working days of 5th April, 2010.

If after this review you are still dissatisfied, you have the right of appeal to the Scottish Information Commissioner. The Scottish Information Commission can be contacted as follows:

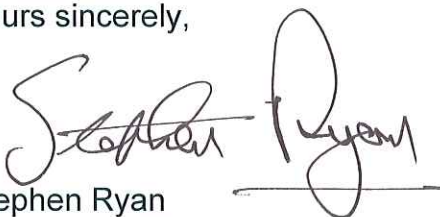
Enquiries line - telephone 01334 464 610

Enquiries line - email enquiries@itspublicknowledge.info

Address Kinburn Castle, Doubledykes Road, St Andrews KY16 9DS

Further information on freedom of information can be obtained from the Scottish Information Commission's website: www.itspublicknowledge.info.

Yours sincerely,



Stephen Ryan
Commercial Manager