

tel:

London Buses

Customer Services

84 Eccleston Square 07/4/09
London SW1V 1PX

RECEIVED

01 MAY 2009

Dear Sirs

CUSTOMER SERVICES

Re: Bus Route 73 from Oxford Street
to Victoria Bus Station

FORMAL COMPLAINT

I wish to make a complaint about the disgusting behaviour of one of your woman drivers.

- 1) My son and I boarded the above bus at Marble Arch on Saturday 25th April 2009. The journey was very bumpy and the driver was throwing us about a lot.
- 2) We arrived inside the bus garage at 18:50pm.

3) The stout female driver with very short brown/black hair would not let us off the bus for 10 minutes.

4) A chinese lady politely asked to be let off as she would miss her bus but the request was denied.

5) In the end someone opened the rear and middle doors. The driver slammed the middle doors shut very nearly trapping someone.

6) The driver then pushed her way down the bus aggressively shouting "EXCUSE ME". She closed the back doors shouting and swearing in front of passengers, calling the passengers "fucking pricks".

7) I asked her "when are you going to let us off?"

She totally ignored me and walked straight past me and only when she got back to her cab shouted something back to me over her shoulder.

8) When she eventually opened the doors, she quickly got off the bus and disappeared in the bus garage leaving all the frustrated passengers on the bus.

There would have been no danger to letting the passengers off as she was already stopped in Victoria Bus Station. We were not in any road at all.

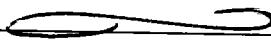
I found her behaviour, outrageous, rude and very unprofessional, especially the uncalled for bad language in front of children.

Also her attitude was very polly
and small minded.

I would ask you to investigate
this matter for me.

Thank you.

Yours faithfully,

A large black rectangular redaction box covering a signature.A handwritten signature consisting of two loops.