

26 JUN 2009

FIRST CLASS

The Manager,  
Customer Service,  
London Buses,  
84 Eccleston Sq.,  
London SW1V 1PX.



20th June, 2009.

Copy: The Mayor. ✓

Dear Sir/Madam,

Complaint against Driver

On the 12th instant, at about 5 p.m., Bus No. BX04 NDN, piloted by a black-man, was travelling from Stoke Newington Church Street, N16, towards its terminal at Stoke Newington common. I was on board the bus and rang the bell to stop at Northwold Road Stop, i.e., one stop from Stoke Newington High Street. But your driver refused to stop, repeatedly saying: "I don't stop at that stop". I asked why since all 73 buses stop there, and that was not a request-stop. He repeated what he had said before; consequently, I was taken against my desire to the next stop at Stoke Newington Common.

I was furious reminding him that his conduct would be the subject of a petition to his employers. He did not seem to care one fig. From where he took me I had to walk back to Northwold Road Stop to catch Bus 106 going to Mare Street on its way to White Chapel. This driver deserves to be disciplined for not doing his job properly. I have taken the time and trouble to write you because of many other passengers who share the same experience but cannot complain for a variety of reasons.

Your drivers are getting more and more lawless in the service of the public, forgetting that without the passengers they have no job to go to. Here are some of the other operational breaches committed by your bus-drivers, practically everyday-

Refusing to stop at a Bus Stop insisting passengers should ring the bell at all times.

Refusing to stop even when hailed by a passenger.

Shutting the doors a second or two just when a passenger is about to board the bus.

Overloading the gang-way so as to make passage by a passenger with several shopping bags almost impossible.

Please write a circular letter to all the bus-garrages and give advice to these drivers on how to operate the buses correctly and efficiently. I look forward to your reply.

Yours faithfully,