

Complaint details

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| Your involvement | I am the complainant |
| Issue | - Journey experience |
| Type of issue | - Vehicle didn't arrive |
| Problem | - Vehicle didn't arrive |

Further details - Coach

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|----------------------|---------------------|
| Coach ticket number | EUZDT020 |
| Location of incident | Failsworth |
| Date of incident | 17/11/2022 |
| Time of incident | 07:06 |
| Service number | 171 |
| Journey from | Failsworth |
| Journey to | Leeds Coach Station |

Complaint details Hi There,

I have been waiting for the coach at Coach Stopping location - Failsworth Bus stop located opposite to poplar street (Stop ID: MANATPGT) from 6.56am and the Coach is seen at the location at 07.06 but did not stop at the stopping point although I did wave and shout as soon as I have the coach. Driver of the vehicle did not seem to be noticed my presence at the stopping point. Its really annoying and high recklessness from the driver.

Due to this, all my plans in the day are not going to process as it should. This is quite annoying as due the simple driver mistake, I could not make to my office today and carry out normal daily routines which impacts the business.

I need clear explanation which should be satisfactory for this incident and the refund for my journey ticket.

Its super annoying as I have to make lot of adjustments to my daily routine to get to Coach and all

Further details - Coach

that efforts were wasted due to miscommunication
and ignorant behavior by the driver.

I hope I do get the response quickly.

Regards
Pradeep

Complainant

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|--------------------------|-----------------------------------|
| Title | Mr |
| First name | Pradeep Kumar |
| Surname | Voorukonda |
| Country | United Kingdom |
| Address | 37 Lodge Hall Drive Failsworth |
| Town | Manchester |
| County | Lancashire |
| Postcode | M35 0PD |
| Preferred contact method | Phone |
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About this request

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|-------------------|-------------------------------|
| Issued by | National Express |
| Status | Submitted on 17/11/2022 07:44 |
| Request reference | NE52684229 |
| Reference | EUZDT020 |