

How to contact us

It is recommended passengers contact the bus operator in the first instance. If the issue has not been resolved to your satisfaction, passengers can either contact North East Lincolnshire Council or Bus Users UK.

You can get in touch via the following ways:

- Telephone: 0345 241 8000, the switchboard is open from 08:00 to 18:00 from Monday to Friday and 09:00 to 17:00 on Saturday and Sunday.
- Email: eastmidlands.support@stagecoachbus.com
- Disability Helpdesk - eastmidlands.disabilityhelpdesk@stagecoachbus.com
- Postal Address: Stagecoach East Midlands, Warneford House, Runcorn Road, Lincoln, LN6 3QP.

Or

- Telephone; 01472 313131.
- Email: transport@nelincs.gov.uk
- Postal Address: Public Transport, North East Lincolnshire Council, New Oxford House, George Street, Grimsby, North East Lincolnshire, DN31 1HB.

Expectations and Complaints

If we have not met any of your expectations, we would like to hear from you. Upon contacting us, you can expect to hear from us within 5 working days.

Independent appeals – Bus Users UK

If you disagree with our response to any issues which you have raised, you have the option of approaching Bus Users UK (www.bususers.org or 0300 111 0001) who will try to resolve the issue for you. They may refer your complaint to the Bus Appeals Body (www.busappealsbody.co.uk). We will act on the Bus Appeals Body's recommendations.

Where to find reports on performance against charter.

Future reports against the charter will be published at:

<https://www.nelincs.gov.uk/streets-travel-and-parking/highways-projects/business-cases-and-funding-bids/>

How to get a copy of the charter in other formats

Should you require a copy of the Passenger Charter in other formats, please contact:

Public Transport, North East Lincolnshire Council, New Oxford House, George Street, Grimsby, North East Lincolnshire, DN31 1HB; email; transport@nelincs.gov.uk or telephone 01472 313131.

