

December 2013



METRO

Feedback Form

www.wymetro.com



Tell us what you think



We like to know what you think of our services. This helps us make sure they are as good as possible.

You can use this form to tell us what you think about Metro and about bus and train services.



You can tell us about a good service.



You can tell us how we could make something better.



You can make a complaint if you are unhappy about a service.

How to contact us:



You can talk to an adviser in a Metro Bus Station Travel Centre.

OR



You can fill in the form in this booklet.

OR



You can visit our web site at www.wymetro.com

Then click on Contact Us and fill in the form.

OR



You can call MetroLine on 0113 245 7676

OR



You can email CustomerFeedback@wypte.gov.uk

What would you like to tell us about?

Please tick a box

Something that went well



An idea for how we could do something better



Something you are not happy about



**What would you like to tell us about?
Please tick a box**

A bus service



A train service



Something else



If you want to tell us something about a trip that you have made on a bus

Bus Ticket



City Centre
£1.60

Send us your ticket or use your ticket to tell us.....



What bus number was it?

.....



What date and time was it?

.....



Where did you get on the bus?

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Where did you get off the bus?

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Your comments



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Please give your name and address if you want us to contact you about your comments



Name

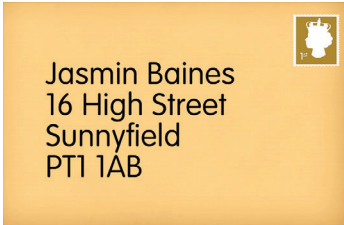
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Address

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Phone

You can also give us your phone number:

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You can also give us your email address:

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Please send this form back to:

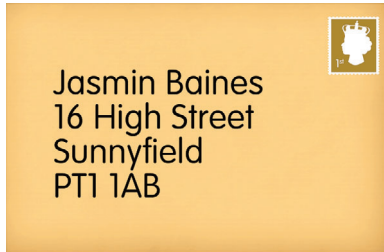
Customer Feedback Team
Metro
40-50 Wellington Street
Leeds
LS1 2DE



Or take it to your nearest
Bus Station Travel Centre



What happens next?



We will write back to you by email or letter within 3 days of getting your comments.



If you have told us about a bus or train service, we will send your comments to the company that runs that bus or train service.



Bus and train companies will try to write back to you within 2 weeks.

This will give them time to look into your comments and decide what to do about it.

Do you have a disability?

 Yes No Prefer not to say



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Online



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Text



yournextbus

Text your bus stop number to 63876*
or visit www.wymetro.com/ynb

Telephone



MetroLine (Local travel) **0113 245 7676**

Traveline (National travel) **0871 200 22 33****


National Rail Enquiries **08457 48 49 50**

For timetables in large print, Braille, audio CD or tape, please contact us on 0113 245 7676 - Typetalk friendly.

*One standard outbound message rate + no more than 12p for our reply

**10p per minute + any network provider charges

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 **Metro.** Here to get you there