

Imtac Information Sheet 3

What to do if something goes wrong with your journey

If something goes wrong with your journey you should complain to the transport company that runs the service as soon as possible

Things to think about when you make a complaint

- Make sure you have all the details of your journey. For example, the date and time of your journey and where you went from and to
- Contact the transport company and tell them you want to complain. Ask them what you need to do to next
- It is best to put the details of your complaint in writing to the transport company. You could send them a letter or an email



Thanks to Worth 1000 Words for the picture

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- Be clear in your letter or email about what you want the transport company to do. For example, do you want them just to say sorry or do you want them to give you some money back?
(this is called compensation)
- Keep a copy of any letter or email you send to the transport company
- Keep a copy of any reply you get back from the transport company

Where to get more information or help

If you are not happy that the transport company has solved the problem

Contact the General Consumer Council



The General Consumer Council
Elizabeth house
116 Holywood Road
Belfast BT4 1WY



0845 601 6022
Textphone 028 9067 2488



Fax 028 9065 7701



Email complaints@gccni.org.uk



www.gccni.org.uk

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Where to get more information or help continued

If you feel you have been discriminated against because you are a disabled person

Contact the Equality Commission Northern Ireland

✉ Equality Commission Northern Ireland
Equality House
7 - 9 Shaftesbury Square
Belfast
BT2 7DP

☎ 028 90 500600

☎ Fax 028 90 248687

☎ Textphone 028 90 500589

✉ Email information@equalityni.org

💻 www.equalityni.org