

# Imtac Factsheet 3

## **Making a complaint**

### What you should do

- Things do go wrong from time to time
- If you are unhappy with the service you have received you should complain
- Your first complaint should be to the company involved
- If you are not happy with their response, there are other organisations you can complain to

### Things to think about

- Take a note of the details of your journey – the date and time, start and finish point, driver name and number
- Put your complaint in writing and send it by post, fax or email to the company involved
- Keep a copy of your letter and any replies
- Send your complaint as soon as possible
- Be clear about what you want the company to do for example do you want your money back

## Useful Information

- If you are not satisfied about the service you have received you should contact :

The Consumer Council  
Seatem House  
28-32 Alfred Street  
Belfast BT2 8EN

Telephone/Textphone : 028 9025 1600  
Fax : 028 9025 1663  
Email : [info@consumercouncil.org.uk](mailto:info@consumercouncil.org.uk)  
Website : [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

- If you feel you have been discriminated against because you are a disabled person you should contact :

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

Telephone : 028 90 500600  
Fax : 028 90 248687  
Text : 028 90 500589  
Email : [information@equalityni.org](mailto:information@equalityni.org)  
Website : [www.equalityni.org](http://www.equalityni.org)