(Insert your name)

(Insert your address)

(Insert your postcode)

(Insert your telephone number)

(Insert date)

Translink Customer Services

Translink Contact Centre

Adelaide Centre

8 Falcon Road

Belfast

BT12 6PU

Dear **(Insert name if known or Sir/Madam)**

RE: (insert Bus/Rail) complaint

I am writing in relation to a recent (**insert bus/rail**) journey. The reason for my complaint is **(insert from list below)**

* ***Cancellation***
* ***Delay***
* ***Lack of information and/or assistance***
* ***Poor customer service***
* ***Others (please state)***

**Insert a brief description of events. Points to include:**

* ***The time and date of travel;***
* ***Where you were leaving from and going to;***
* ***A copy of your ticket (if possible);***
* ***Contact details in case more information is needed; and***
* ***Any additional correspondence in relation to your complaint.***

I look forward to hearing from you and would welcome a response within 15 working days.

Yours sincerely

**(Insert signature)**

 **(Print name and Surname)**