

# **Formal Complaint Regarding Inaccurate Bus Schedule Information**

**Your Name**

Your Address

City, State, Zip Code

Email Address

Phone Number

Date: [Insert Date]

**Bus Company Name**

Customer Service Department

Company Address

City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding the inaccurate bus schedule information that has greatly inconvenienced me and potentially many other passengers.

On [insert date], I relied on the scheduled bus service to reach my destination punctually. However, the bus did not arrive according to the provided timetable. This resulted in significant delays and unforeseen complications in my plans.

It is imperative that the bus schedules are accurate and reliably communicated to the public to ensure proper planning and usage of your services. I request that you take the necessary steps to address this issue and provide more accurate information moving forward.

Thank you for your attention to this matter. I look forward to your prompt response outlining the actions that will be taken to resolve this issue.

Sincerely,

[Your Name]