



A quick guide: Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) is a quick and inexpensive way for consumers to resolve a dispute with a retailer or service provider without having to go to court. Bus Users is now the only approved ADR Body specifically for bus passengers and express and excursion coach passengers.

How does ADR work?

ADR Bodies usually offer either mediation, where they help both parties to reach a mutually acceptable outcome, or arbitration, where they consider the facts and make an independent decision.

How long does it take?

An ADR Body must provide a clear procedure for complaints handling, in an accessible format that specifies exactly what is required from all parties and how long each part of the process will take.

Is their decision final?

While an ADR Body can't enforce a decision in law, the majority of retailers and service providers abide by the decision and meet their commitments. Anyone making a complaint through an ADR Body has the right to withdraw their complaint or seek legal advice at any time: their statutory rights are not affected. The trader does not have to engage with the ADR process but once they have, they do not have a right to withdraw.

Why become an ADR Body?

Bus Users has been a recognised UK complaints handler for the bus and coach industry outside of London and Northern Ireland for over 30 years. A recent change in legislation, however, means that all traders (including bus and coach operators) have to offer ADR to any unsatisfied customer through a registered ADR Body. By registering, Bus Users has formalised its position and can now offer dispute resolution not just to bus and express coach passengers but to the wider coach industry.

Will this change the way we handle complaints?

Bus Users is an independent body and will continue to be entirely impartial in its handling of complaints. If you have any concerns about the way we've handled your complaint then the matter will be investigated by our Chief Executive.

Complaints Procedure

Our Complaints Procedure is available to any passenger, on request either electronically or in hard copy, by contacting us on 03000 111 0001 emailing enquiries@bususers.org or visiting www.bususers.org/complaints

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11 Belgrave Road
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