<table>
<thead>
<tr>
<th>Country</th>
<th>Complaints</th>
<th>Complaint Codes</th>
<th>Average Days To Complete or No Response</th>
<th>Average Days From Acceptance to Close</th>
<th>Average Days From Completed or No Response To Close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wales</td>
<td>115</td>
<td>153</td>
<td>23</td>
<td>40</td>
<td>17</td>
</tr>
<tr>
<td>Scotland</td>
<td>269</td>
<td>466</td>
<td>7</td>
<td>18</td>
<td>11</td>
</tr>
<tr>
<td>England</td>
<td>475</td>
<td>670</td>
<td>29</td>
<td>62</td>
<td>33</td>
</tr>
</tbody>
</table>

**Totals:**
- Complaints: 859
- Complaint Codes: 1289
- Average Days from Acceptance to Close: 20
- Average Days from Completed to Close: 40
- Average Days from Completed or No Response To Close: 20

**Complaint Codes Breakdown**

1. Service Reliability
2. Driver/Staff Attitude
3. Frequency of Service
4. Vehicle Condition/Type
5a. Bus Failed to Stop
5b. Bus Failed to Show
6. Infrastructure
7. Compliment
8. Capacity
9a. Disability Issues
9b. Accessibility Issues
10a. Ticket Prices
10b. Ticket Acceptance
10c. Ticket other
10d. Concessionary Pass Matters
11. Personal Injury and Accident
12. Incorrect/Inadequate Information
13. Smoking
14. Other
15. Luggage
16. EPRR