

Country	Complainants	Complaint Codes	Average Days To Complete or no reponse	Average Days From Acceptance to Close	Average Days From Completed or No Response To Close
Wales	115	153	23	40	17
Scotland	269	466	7	18	11
England	475	670	29	62	33
<b>Totals:</b>	<b>859</b>	<b>1289</b>	<b>20</b>	<b>40</b>	<b>20</b>

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

