

Appendix A

25 January 2019

Dear Sir or Madam

I wish to make a formal complaint regarding the service being provided by NET Nottingham Trams.

For several weeks prior to Christmas and for at least the last five days, the service is regularly disrupted at peak times due to "missing trams". There is very little warning (3 minutes yesterday) and although I appreciate the wait for the next tram is approximately 7 minutes, the missing trams cause those that are running to be overcrowded to what most people consider to be unsafe levels.

We have contacted you via your social media channels and simply been told they are missing, no reason is ever provided other than they are "failed". Surely if this has been happening since before Christmas, you are able to fix or replace said "failed" trams? In view of the number of "failed" trams, are you also looking at your current servicing arrangements of them? Put simply, if my car broke down every day, I would not let the matter continue without putting measures in place to resolve it. Can you advise me what you are doing to stop this event happening daily please?

It is also disappointing to see that in light of the serious failings in your service to the public, you have seen fit to raise the fares. A double slap in the face for your long suffering customers.

I have stopped using trams when I have to be somewhere by a specific time as they are so unreliable. It really seems this service is not fit for purpose and I will be raising the matter with the relevant bodies.

I await your reply which I would prefer by email if possible please. I have had to write this as nobody would give me an email to send this to.

Yours faithfully