

THE CUSTOMER CHARTER

WE PROMISE WE WILL:

be welcoming,
friendly, helpful
and polite

listen to what
you say

treat you fairly

give you clear,
correct and
up-to-date
information

offer a range of
ways for you to
contact us

repair, as soon
as possible,
any damage
that you tell us
about

work with our
partners on
addressing
the important
issues that
matter to you



To find out more about
SYLTE and our role,
and local transport user
groups,
please visit sypte.co.uk

