

Good afternoon Gill,

We are A2B Contract Cars Ltd and we carry out home to school transport for and on behalf of Essex county council.

Our contract carries HS & OR to and from your school and is carried out by Treble Twenty Cars based in Brentwood Essex, and again we are carrying out a small audit on them with regards to the service they provide.

Would it be possible that we could have your response to the questions below for our records please?

- Are the students on time when arriving at the school of a morning?
Yes
- Does the driver arrive on time at the school for the return journey?
Yes
- Does the driver provide good customer service and is he courteous towards all students & school staff?
We do not have any interaction with the driver, but the lady who escorts our students is very nice indeed.
- Do you have any other issues with transport?
None
- Do you have any compliments that we can feed back to our contractor?
Yes, the parents of HS were very complimentary about the team that transports their son – extremely trustworthy!

Many Thanks & Kind Regards,
Lee



A2B Contract Cars Ltd

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