

Our Reference: 2575

09/01/2026

Freedom of Information Act 2000 Enquiry: Complaints Regarding Missed or Late Services in West Yorkshire

Thank you for contacting the West Yorkshire Combined Authority ('the Combined Authority') with your request for information, received on 16/12/2025. Your request was:

"Number of complaints regarding missed or late services in West Yorkshire between 01.01.2024 to current (16.12.2025)"

This request was handled under the Freedom of Information Act 2000, and I can confirm that the Combined Authority holds the information covered by your request.

We have completed a search of the relevant data system for both 'failed to operate' and 'late' bus services, using the date field 01/01/2024 – 16/12/2025. Please see the requested figures below.

	Total recorded complaints
Failed to operate	1601
Late	171

Please note that as most of these complaints were likely to have been about commercially operated bus services, for which we currently have very little influence over, we will have passed these on to the relevant operator to respond accordingly.

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office



**West
Yorkshire
Combined
Authority**

**Tracy
Brabin
Mayor of
West Yorkshire**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF **Telephone:** 0303 123 1113

Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,

Information Governance Officer

freedom.info@westyorks-ca.gov.uk