

Edmonton Cycle Club
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XXXXXXXXXXXX
2nd October 2018

The Manager
TfL

COMPLAINT: Woolwich Ferry Closure Without Notice

Dear Sir/Madam

This complaint relates to the unscheduled closure of the Woolwich Ferry on Sunday 30th September. I am writing on behalf of the cycling club to which I belong. We had scheduled, and publicised, a ride on that day from Edmonton down through the Olympic Park to Docklands, then around the Docks, over the Woolwich Ferry, along the Thames Path, and back over the Emirates Cable Car. Part of the reason for scheduling the ride on that day was that it was the last Sunday on which the old boats would be working the ferry.

On the Thursday before the ride I checked your web site, and there was no notice of any weekend closure. Yet on the Sunday morning, when I looked again it was announced the ferry was closed. No reason was given. I phoned your enquiry line, only to be given some brush off excuse about late notification from the operators. This is wholly unacceptable, as you are responsible for the management of the service.

It was, of course, too late to notify club members, and in any case it would not have been possible to reschedule the ride to another weekend due to the impending upgrade of the ferry. You appeared not to care about the inconvenience and disappointment you have caused.

Please explain:-

- 1: Why you chose to close the ferry on Sunday without giving any advance notice
- 2: In what material form you will convey any apology to our club members
- 3: What steps you have taken to avoid any similar future situation

Yours sincerely

Peter xxxxxxxx