

Ref: 12607699

28 November 2018

Thank you for your further email of 5 November 2018 about the Woolwich Ferry closure.

I'm sorry to hear about the inconvenience caused.

I passed on your complaint to the relevant team and they have responded with the following:

The issue has been addressed with Briggs Marine and they acknowledge that it is unacceptable to have to close the service at short notice. That being said, they did everything within their power to run the service on the day in question, however, were unable to get the requisite number of crew, which is set by the Maritime and Coastguard Agency.

Once again I apologise for the inconvenience caused.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can call us on 0343 222 1234 and we'll be happy to help you.