

I am writing on behalf of myself and my two friends to draw your attention to an affair that took place at the bus stop next to the Patio Alvear Shopping last Monday at midnight. I would like to make a formal complaint about the way the bus driver treated my friends and me.

Last Monday night, my friends and I met at Patio Alvear, we were out around 11:45pm and we wanted to take a bus to go to my house because it was an undoubtedly cold evening. When the bus finally arrived, we got on and we heard the driver whispering with a passenger, they were staring in a bad way but we did not pay attention until he got up and started to shout, "You should go or I am going to call the police". I was truly confused and wanted to argue until he explained me what the problem was. Finally he said, "I am working and I do not want you here again causing trouble" We are particularly upset because we do not know what happened, he thought we were the same group that a week before got into a fight there. The fact is that we tried to explain him a hundred times but he started threatening us with the police so we left.

Without a doubt, the worst part of this whole incident was the humiliation we went through, so bad that we decided to contact you and complain.

As the one in charge in this matter, we urge you to talk to your staff so they start to treat people with kindness when they are trying to explain themselves, and before discriminating, everyone should check twice if they are acting the correct way. We have contacted your superiors about the incident and look forward to your response

Yours faithfully,

Sofía Tobares