GreaterAnglia

Customer complaints handling procedure

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Greater Anglia Contact Centre

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What happens if you are not satisfied with us?

1. Customer complaints handling procedure

1.1 Introduction

This document defines the procedure that all Greater Anglia employees are expected to adopt when dealing with customer complaints.

A complaint is defined as any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy.

The procedure is subject to approval by the Department for Transport (DfT) in accordance with Condition 11 of Greater Anglia's Passenger Licence. In accordance with this licence condition, Greater Anglia will consult with Passenger Focus (PF) and London TravelWatch (LTW) on the procedure and any amendments made subsequently (see Appendix 2).

The information necessary to enable customers to comment on Greater Anglia's services and facilities will be published at each station managed by Greater Anglia, as well as its trains and timetable publications plus the website. Details of this Complaint Handling Procedure will be made available to customers on request from the Contact Centre

Greater Anglia believes that all customer feedback should be seen as constructive and should be used to maintain and where possible improve the service and products offered.

1.2 Principles

Greater Anglia is committed to providing a customer complaint procedure that meets the needs and expectations of all its customers. We recognise that customer feedback is essential to continuously improve our business.

We will reply to all complaints, comments and claims in a timely and helpful way, addressing each substantive issue raised and acting to put problems right.

All complaints and claims will be dealt with in accordance with our Passenger's Charter.

We aim to ensure that all Greater Anglia customer service employees (all those who come in to daily contact with customers) shall be competent in dealing with customer complaints acting wherever possible to finalise the complaint, referring complaints to the Contact Centre or to higher authority only when this is not possible. All Greater Anglia employees will receive training and coaching in order to achieve the correct level of competence.

1.3 Maintenance of the procedure

The complaints handling procedure is maintained by the Contact Centre Manager who will review the procedure annually in consultation with Passenger Focus and London TravelWatch.

1.4 Objectives

- To present a welcoming attitude by providing an efficient response to all complaints.
- To fully investigate all complaints in a sympathetic, fair, timely and courteous manner.
- To provide consistency in approach throughout the company when responding to customers.
- To use the feedback received from customers in a positive way to help improve the service offered.

1.5 Confidentiality

Customers' personal details or details about complaints will not be divulged to third parties unless we have the relevant person's written consent.

However, we may divulge some or all of these details to a third party without consent where it is necessary for us to fulfil our own obligations or to assist our Debt Recovery and Prosecutions Unit and / or the police in carrying out their statutory duties.

In accordance with Greater Anglia policy any action taken against a Greater Anglia employee as a result of an investigation will remain confidential.

2. The train service offered

Greater Anglia operates trains throughout East Anglia on the routes serving London Liverpool Street, Cambridge, Norwich, Colchester, Southend-on-Sea and Stansted Airport and their environs.

3. The Greater Anglia contact centre

The Contact Centre is responsible for handling all enquiries and complaints received from customers by telephone, letter, email, web form, text phone or fax. The address and telephone numbers of the Contact Centre are shown in Appendix 1. Telephone calls to Contact Centre are charged at local rates; although mobile charges may vary.

From May 2012 the Contact Centre will be open during the following times:

- 0800 – 2000 Monday to Saturday
- 1000 – 2000 Sundays and Bank Holidays.

The Contact Centre is not open on Christmas Day and Boxing Day.

There is a recorded message service outside of these hours, which provides callers with the National Rail Enquiries telephone number for urgent enquiries. There are also other opening times for different services offered.

From February to May 2012 the Contact Centre will continue to use the existing restricted opening times of 0900 to 1800 Monday to Friday.

4. Publicity

4.1 Access to the company

Details of how to contact the company are published in the following ways:

- On the Greater Anglia website **greateranglia.co.uk**
- In local telephone directories.
- All marketing literature, including customer magazines.
- On 'Station Information' posters displayed at all stations managed by Greater Anglia which will show the address, telephone and email addresses of the Contact Centre and the address of Passenger Focus and London TravelWatch.
- On 'Station Information' posters displayed at stations managed by Greater Anglia where other operators trains call the contact details of those operators will be shown.
- On posters in every carriage of each train of the Greater Anglia fleet which will show the address, telephone and email addresses of the Contact Centre and the address of Passenger Focus and London TravelWatch.
- Within the Greater Anglia Passenger's Charter.

4.2 National Rail timetable & local derivative timetables

The contact details of the Contact Centre are displayed within the UK Rail Timetable and each Greater Anglia timetable. Details for Passenger Focus and London TravelWatch will be shown in all relevant Greater Anglia timetables.

5. Methods of comment/complaint

5.1 In person

If a customer wishes to comment or complain they are encouraged to speak to any Greater Anglia employee whether at a station or on a train. The employee is expected to try to resolve any problem immediately wherever possible. In some cases our employees may need to refer the customer to a local supervisor or manager so they can resolve the problem.

If the customer is still dissatisfied or further investigation is required, then our employees will either tell the customer how to contact the Contact Centre or help the customer complete a customer comments form, which will then be forwarded to the Contact Centre.

At stations which are not managed by Greater Anglia, customers may approach any Greater Anglia employee to comment or complain. If the nature of the complaint or comment makes it necessary, a process of referral to Greater Anglia has been agreed with other train operators.

5.2 By customer comments form

Customer comments forms are available on request from all Greater Anglia ticket offices and other train company ticket offices within the area where Greater Anglia operates. Conductors on the paytrain and intercity services can give customers a contact card with the telephone number, email address and postal address of the Contact Centre.

The customer comment form allows customers to express their personal comments. The form can be handed in at any Greater Anglia ticket office or can be posted to the Contact Centre at the Freepost address shown on the reverse of the form. These forms will display the contact details for Passenger Focus and London TravelWatch.

Forms will receive the same consideration as any other written comment received through the mail.

5.3 Direct & indirect contact in writing, email or by telephone

Customers may make direct contact in writing, by email, by telephone or by fax to the Contact Centre with or without a comment form. The contact details are shown in Appendix 1.

The details of customers may also be forwarded to the Contact Centre indirectly from other train companies, Passenger Focus or London TravelWatch and from National Rail Enquiries.

Correspondence received by the Contact Centre will be registered on the database and be dealt with in the order in which it is received.

A copy of all correspondence will be retained on file, together with any other necessary documentation for future reference.

5.4 Customers with special needs or whose first language is not English

A text phone is available for customers who need this facility throughout the times that the Contact Centre is open.

Where a customer, whose first language is not English, contacts the company, Greater Anglia will translate outgoing letters into languages to improve communication with the customer.

6. Response

6.1 Normal response

Greater Anglia will use reasonable endeavours to answer 95% of comments and complaints within 20 working days and sets a target of 90% to be answered in 10 working days. In accordance with our Passenger's Charter, if a complaint cannot be finalised at the time and has entered the formal system, then an acknowledgement will be sent to the customer within five working days.

6.2 Complaint escalation procedure

When a customer is dissatisfied with an initial response and they contact the Contact Centre again the complaint will be referred to a senior customer service advisor to undertake a review of the complaint. If the customer remains dissatisfied the contact details of Passenger Focus or London TravelWatch will be provided. Where a complaint, which has already been addressed by the Contact Centre, is referred back to Greater Anglia by either Passenger Focus or London TravelWatch, a further review in consultation with Passenger Focus or London TravelWatch will be undertaken by the Contact Centre Manager.

6.3 Investigation

The Contact Centre will arrange a full and fair investigation of a customer's complaint wherever necessary. If detailed investigations are required, Greater Anglia will acknowledge the complaint within five working days and a full reply will be sent within 20 working days.

6.4 Frivolous and vexatious complaints

Greater Anglia reserves the right to terminate any correspondence or communication that could be construed as abusive or bullying, repetitive, frivolous or vexatious, and which specifically diverts resources and affects key areas of the Contact Centre. We will consult the DfT and Passenger Focus or London TravelWatch before we terminate any correspondence and we will advise the customer in writing of the reasons behind the decision.

7. Redress/compensation

7.1 Forms of recompense will normally be one of the following

- Rail travel vouchers for full or part payment towards a future journey anywhere on the National Rail network
- Vouchers for travel on Greater Anglia services
- Complimentary tickets
- Cash or cheque

Recompense will be guided by Greater Anglia's Greater Anglia's Passenger's Charter.

7.2 Individual claims

Individual claims for recompense will be dealt with in line with the National Conditions of Carriage and Greater Anglia's Passenger's Charter, taking into account such factors as the nature of the complaint, the fare paid and any other extenuating circumstances.

7.3 Minimum levels

The Greater Anglia Passenger's Charter guidelines will be applied as appropriate minimum level of recompense.

8. Handling claims

Claims for losses, property damage or personal injury should be made in writing to the Greater Anglia Contact Centre who will acknowledge it within five working days and ensure it is forwarded promptly to Greater Anglia's claims handlers. Claims will then be dealt with in accordance with the Claims Allocation and Handling Agreement (CAHA).

9. Complaints relating to other operating companies

Greater Anglia commits to following the ATOC National Rail Standard for customer complaints and correspondence involving two or more Rail Service Providers.

9.1 Individual train companies

Subject to having the appropriate customer consent, in line with the ATOC National Rail Standard, complaints referring or relating to another train company will be acknowledged in the normal way. The customer will be advised that their comments have been sent on and a contact address will be given. The correspondence will be forwarded to the relevant company within five working days of receipt for them to respond direct.

9.2 Several train companies

Subject to having the appropriate customer consent, in line with the ATOC National Rail standard, in cases referred to Greater Anglia where Greater Anglia and more than one other company is involved the Greater Anglia Contact Centre will forward the letter within five working days to each of the other operators, making it clear that they need to respond to the customer in respect of the part of the complaint which relates to their area of responsibility and reply to the customer in respect of the complaint relating to its own services. The Contact Centre team will also provide the name and address of the customer relations department of each of the other operators.

10. Customer satisfaction

10.1 Statistical feedback

Statistical feedback taken from Greater Anglia's Contact Centre database will be provided each 4-week period to the Greater Anglia executive group. A category will be included to show the numbers of customers dissatisfied with the initial response given. The same information will be available for consideration in developing proposals to improve the services and products offered by Greater Anglia.

Greater Anglia will provide information in the format and at intervals required by the DfT on the number of comments and complaints received, and our performance in dealing with them, to Passenger Focus or London TravelWatch and the DfT.

11. Review of procedure

11.1 Passenger Focus or London TravelWatch

Greater Anglia's customer complaints procedure will be formally reviewed annually with Passenger Focus or London TravelWatch, or at any time on request of the DfT.

11.2 Alterations

The procedure will not be altered without prior consultation with the Passenger Focus or London TravelWatch, and prior agreement from the DfT.

Appendix 1

Greater Anglia Contact Centre

The address of the Greater Anglia Contact Centre is:

Greater Anglia Contact Centre
Norwich Railway Station
Station Approach
Norwich NR1 1EF

Telephone **0845 600 7245**
Fax **01603 675243**
Email **contactcentre@greateranglia.co.uk**
Website **greateranglia.co.uk**

Appendix 2

What happens if you are not satisfied with us?

We will do everything possible to ensure we deliver a high standard of service and respond to your needs, and will operate within the National Rail Conditions of Carriage However, we accept that sometimes you may want to refer to another body to help you resolve your problems if we have failed to do so.

There are two independent consumer bodies that have been established to deal with your enquiries and complaints depending on where you are based. Passenger Focus and London TravelWatch are the independent consumer watchdogs and can be contacted as follows.

For all services outside London, including those starting and ending in London contact:

Passenger Focus
FREEPOST (RRRE-ETTC-LEET)
PO Box 4257
Manchester
M60 3AR

Telephone **0300 123 2350**
Fax **0845 850 1392**
Email **info@passengerfocus.org.uk**
Website **passengerfocus.org.uk**

For all internal London services (within the M25) and Stansted Airport to London contact:

London TravelWatch
6 Middle Street
London
EC1A 7JA

Telephone **020 7505 9000**
Fax **020 7505 9003**
Email **enquiries@londontravelwatch.org.uk**
Website **londontravelwatch.org.uk**