

Your guide for our complaints procedure

Comments and Complaints

Handling Procedure



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Introduction

We always strive to provide a great service, but know that we can sometimes get things wrong. Where we do make mistakes we want to learn from them. This Complaints Handling Procedure is designed to ensure that we resolve your complaint promptly and fairly, and that we act on complaints to improve our services.

A complaint is classed by the Office of Rail and Road as “any expression of dissatisfaction by a customer or potential customer about service delivery by the company or its agents, and/ or about company or industry policy” that we receive by letter, email, webform, telephone call, or through a Meet the Manager session. We have tried to make our complaints handling procedure quick and simple for customers, whilst still ensuring that we conduct a suitable investigation into the issues raised.

How to make a complaint

All of our stations are staffed from before the first train has run in the morning until the last train has departed at night. Our front-line staff members are there to help make your journey as easy as possible and will be able to resolve many of the issues you may need to speak to us about.

If our station team isn't able to resolve the issue and you would like to make a formal complaint please contact our Customer Relations department in one of the following ways:

Telephone 03457 44 44 22

(Monday-Friday 0800-2000, Weekends and Bank Holidays 0900-1600)

Email contact@c2crail.co.uk

Online c2c-online.co.uk/help-and-contact/customer-relations/get-in-touch/

Comments and Complaints Form Available from stations or on request from Customer Relations

Post c2c Customer Relations, FREEPOST ADM3968, Southend SS1 1ZS

We will include details of how you can make a complaint in all major c2c publications, at our stations, on social media, and on our website. We will also maintain a section of the c2c website explaining how to make a complaint within two clicks of the website homepage. It will give details of who to contact and how you can make a complaint, complaint response times, a link to our Complaints Handling Procedure, and information on how we will assist customers with visual or hearing impairments to make a complaint.

When you make a complaint you should provide all of the relevant information to help us make a full investigation. For instance, tell us about the particular time of your journey, your origin and destination stations, and the date that you travelled. Depending on the nature of your complaint we might also need information about your ticket.

We understand that some people find it more difficult to contact us than others and so we will be flexible in how we communicate. There are a number of ways that you can contact us (including email, telephone, letter, textphone, etc.) and we will respond in an appropriate format. We're also happy for carers, support workers or guardians to contact us on a customer's behalf (where the customer has given permission).

How we will deal with your complaint

When you contact Customer Relations through any of these channels, details of your complaint are entered into our confidential Customer Relations Management system. A member of our Customer Relations team reviews every complaint to identify the key issues and understand what action needs to be taken. Hopefully we are able to resolve your complaint immediately, but if not we will conduct an investigation into the facts of what happened, who was involved, and any policies or procedures that are relevant. We may attempt to contact you during this investigation to gain more details about your complaint.

We will undertake a full investigation to determine the reasons for any failings and pass this information on to relevant management teams where appropriate. We will make every effort to provide you with answers or explanations for the issues that you raised and, where appropriate, provide reasonable compensation.

Delay Repay

c2c operate a Delay Repay scheme which provides cash compensation for delays in excess of 15 minutes. You can submit a claim for Delay Repay through our website or by filling in a Delay Repay form available from a c2c station. Full details of the Delay Repay scheme are available on our website, in our Delay Repay Claim Form, or in our Passenger's Charter.

If you complain to us for any reason and we identify that you are eligible for compensation through our Delay Repay scheme we will process a claim even if you did not contact us for this reason. This depends on us having the correct information and proof of purchase, so we will contact you to advise you what further information/proof we need from you if we do not already have it.

Automatic Delay Repay

If you have a c2c Smartcard, our Automatic Delay Repay scheme provides compensation for all delays from 2 minutes. Compensation is paid to your Smartcard account as an eVoucher. You can convert your eVoucher to cash (the value is a minimum of £5) by emailing our Customer Relations team at contact@c2crail.co.uk and they will arrange a payment by cheque.

Please note that to be entitled to automatic compensation; you will need to validate your journey by tapping your Smartcard on our gates at the start and end of your journey. More information is available on our website.

How we will deal with your complaint

If your complaint relates to a member of staff we will confirm where we have undertaken an internal investigation, however we are not able to inform you of any specific action that has been taken as a result of that investigation due to data protection and issues of staff confidentiality.

Where you have made a complaint that concerns another train operating company or Network Rail we will pass on your complaint to the relevant company within 5 working days of receiving it. We will also provide you with the details of who the complaint has been referred to. If your complaint concerns c2c and one or more other railway companies we will, where practical, coordinate a single response on behalf of all companies involved.

If you are unhappy with our response

We'll always try to resolve your complaint promptly and fully, but if you are unhappy with our response you can contact us again and we will review the complaint and our response. We will escalate the complaint to our Senior Customer Relations Executive where this is necessary (or if you request us to do so). Our Senior Customer Relations Executive will liaise with senior managers in the business as appropriate for your complaint.

If you remain unhappy with how we respond you can contact London TravelWatch (for stations or journeys wholly within London) or Transport Focus (for stations or journeys outside of this area). London TravelWatch and Transport Focus are independent bodies set up by Parliament and will review your complaint and make representation to us on your behalf. When either of these organisations contact us we will provide a response within 10 working days. Their contact details can be found below, but we will remind you of them on the second occasion that we contact you regarding your complaint.

We will record details of complaints accurately, consistently, and in full, so that we can share these notes with Transport Focus or London TravelWatch if they contact us on your behalf.

How we will deal with your complaint

Transport Focus, RTEH-XAGE-BYKZ, PO Box 5594,
Southend-on-Sea, SS1 9PZ
Email advice@transportfocus.org.uk
Phone 0300 123 2350
Twitter @TransportFocus
transportfocus.org.uk

London TravelWatch, 169 Union Street, London, SE1 0LL
Email enquiries@londontravelwatch.org.uk
Phone 0203 176 2999
Twitter @LonTravelWatch
www.londontravelwatch.org.uk

We are also required to inform you of an approved alternative dispute resolution entity which is competent to deal with your complaint, so for these purposes we refer you to the ADR Group (contact details for whom are set out below). However, as Transport Focus and London Travelwatch already provide a mediation service for passengers in the rail industry, and in accordance with our legal rights, we will not participate in the ADR process offered by ADR Group. Contact details for Transport Focus and London TravelWatch can be found above.

The contact details for ADR Group are:

ADR Group, 160 Fleet Street, EC4A 2DQ
Phone +44 20 3600 5050
www.consumer-dispute.co.uk

Any correspondence sent to ADR Group will be forwarded on to Transport Focus or London Travelwatch.

Terminating Correspondence

We will always try to answer correspondence fully, however we reserve the right to cease correspondence where we believe it to be frivolous or vexatious. The decision to terminate correspondence for this reason will always be taken by a senior manager and we will advise you in writing of the reasons behind the decision, we will also advise you of how to contact London TravelWatch or Transport Focus who can review the case on your behalf. Any correspondence terminated because we believe it to be frivolous or vexatious will be recorded so that we can monitor and examine the number of cases and the reasons for termination.

Response times

If you submit a complaint to our Customer Relations team we will send an acknowledgement within one day of receiving it to let you know that it has arrived. We will also allocate each case a reference number so that your case can be tracked until you are satisfied that it has been resolved.



We aim to provide a full response to your complaint within five working days of receiving it and have a target of answering 95% of complaints within this time. Due to the complexity of some cases we may need a little longer to investigate, but aim to respond to 100% of complaints within 10 working days. If we cannot provide a full response within 10 working days we will contact you to provide an update. As per our regulatory requirement, our commitment is to make a full response to 95% of all complaints within 20 working days.

If we receive a sudden or unexpectedly large increase in the volume of complaints we may not be able to meet our target response time but will use all reasonable endeavours to do so. Instances where we may be unable to meet our targets include situations where large numbers of customers have suffered delays or cancellations, for instance following extreme weather or system failures that affect a large part of our network or a number of train services, emergency events, suicides, strikes or Industrial Action.

Where we are unable to meet our response time targets we will inform the Office of Rail and Road, Transport Focus and London TravelWatch. We will also inform customers through the Get in Touch section of our website, including information on the reason for the delays, the expected duration, the procedures in place to resolve the situation and the procedures in place to ensure the quality of our responses is maintained.

Social media

c2c uses Facebook and Twitter to help keep you up-to-date with service information and other news. If you ask a question or raise an issue on Twitter we will do our best to provide an answer in a timely manner. If your question or issue is complex we may not be able to answer through social media so will ask you to contact Customer Relations. If you'd like to make an official complaint this cannot be done through social media and you must contact Customer Relations. If you contact us on social media with an issue that we believe should be investigated as an official complaint we will tell you how you can do this.

 @c2c_Rail  www.facebook.com/c2cRail



Confidentiality

We will comply with the Data Protection Act 1998 to ensure that, when you contact us, your confidentiality is protected.

Where it is necessary for us to meet our obligations, or to ensure that your complaint is addressed by the correct organisation, we may be required to disclose your details to a third party. This may include providing information to a different Train Operating Company, Transport Focus, London TravelWatch, The Department for Transport, The Office of Rail and Road, or insurers.

We will also provide information where we are obliged to assist other bodies (such as the Police) carry out their statutory duties.

The Office of Rail and Road are currently undertaking some research into customer satisfaction with complaints handling by Train Operating Companies. This involves a short online survey about how your complaint was handled and, if you choose to participate, will be sent to you by an independent research company called Critical Research. We will always ask whether you would like to participate before we send your contact details to Critical Research.

Penalty Fares

If you have been issued a Penalty Fare and would like to appeal then you have 21 days in which to do so. To ensure fairness, appeals are not handled by c2c and are administered by an independent appeals body. Instructions of how to appeal are printed on the Penalty Fare Notice that you are issued.

Monitoring

Each period a sample of written responses are reviewed by our Senior Customer Relations Executive to ensure that complaints are addressed to a consistently high standard. Five responses from each Customer Relations Executive are selected at random for review. Calls to our Customer Relations team are also recorded and stored for 30 days to allow us to investigate in instances where you are not happy with our telephone response.

Reporting

We want to learn from our mistakes and use complaints to direct improvements in our services. To help us do that we keep electronic records of all complaints, including recording the customer's name, address, email address and telephone number, we record how we received the complaint, the nature of the complaint, the complaint outcome, any compensation that was paid, and the date that the complaint was received and closed. We provide periodic reports of complaints to the c2c executive board meeting to make sure that all areas of the business are aware of any trends in complaints and the issues that customers are telling us about. This helps ensure that complaints drive decisions and plans at the highest level of the business. We also record complaints in a format that allows us to analyse and report for regulatory monitoring purposes through the Office of Rail and Road.

In addition, the Customer Relations team regularly report individual issues or complaints to the relevant management teams to ensure that action can be taken to address the issue and improve the service that we provide. We will keep your complaint on record for five years to help with monitoring and service improvement, and so that we can refer to it should you need to get in contact with us again.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require us to report certain safety incidents to the Office of Rail and Road. If you inform Customer Relations that you have been injured while travelling with c2c, details of the incident will be passed to our Safety Department. Our Safety Department will assess whether the incident is reportable and, where necessary, submit a report to the Office of Rail and Road within three days of you informing us of the incident.



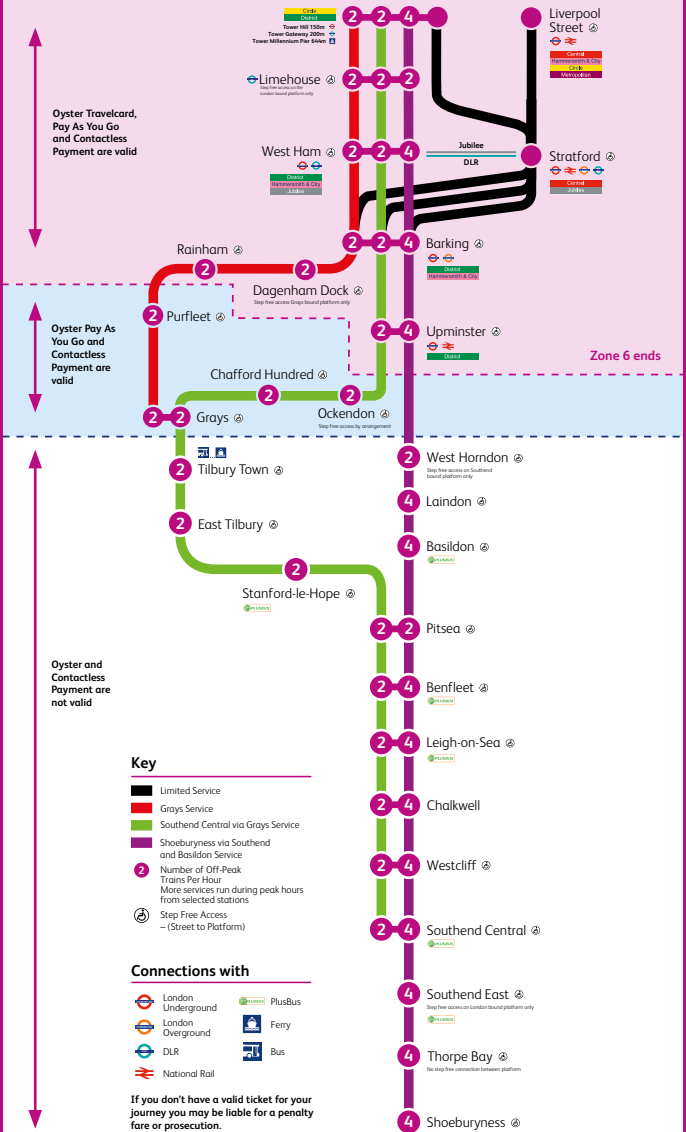
Our staff

We ensure that the people who deal with your complaint have the knowledge and skills to properly investigate and respond. All staff undergo relevant Customer Service training to help them understand the service that we provide and the ways that we can assist our customers effectively. Our Customer Relations Executives are briefed on all relevant customer service policies, including our Complaints Handling Procedure, our Disabled People's Protection Policy, and our Passenger's Charter. In addition to annual Customer Service training our Customer Relations team receive ad-hoc briefings or 1:1 training to ensure that they remain up-to-date with any changes to policy or legislation and to ensure that they have the customer service, complaints investigation and resolution skills to effectively assist our customers in the resolution of complaints.

Reviewing our Complaints Handling Procedure

Our Complaints Handling Procedure is reviewed annually (or as required by our regulator, the Office of Rail and Road), with changes made as appropriate. Any proposed material changes will be carried out in consultation with Transport Focus, London TravelWatch, and the Office of Rail and Road.

Fenchurch Street



We really want to hear your views to include them in future planning and as feedback to staff, so please do tell us what you think on any subject involving c2c.

Email
contact@c2crail.co.uk

Phone
0345 744 4422

Post
c2c Customer Relations, FREEPOST
ADM3968, Southend, SS1 1ZS

Twitter
@c2c_Rail

Facebook
c2c Rail