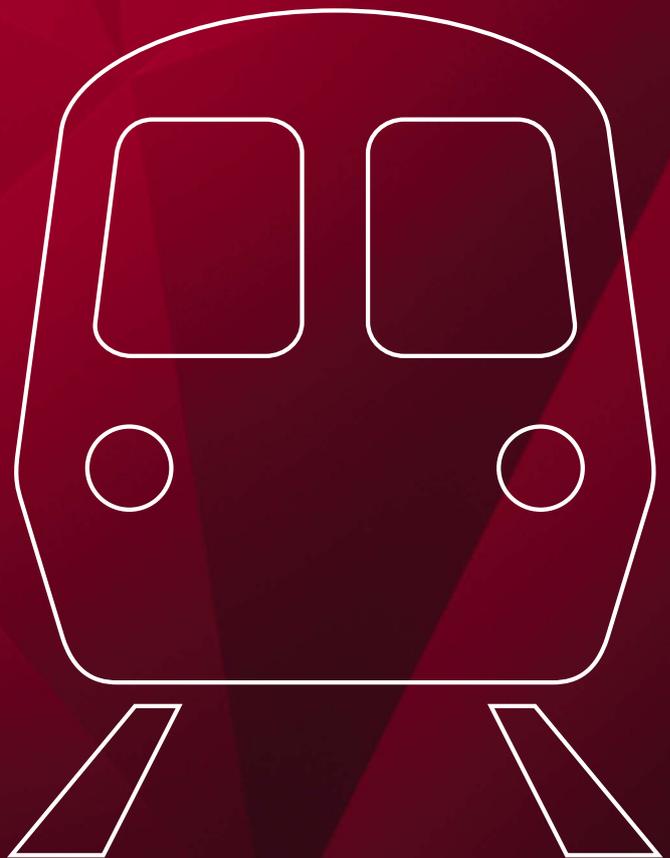


# *Customer complaints handling procedure.*



Valid from April 2023



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# 1. Customer complaints handling procedure

## 1.1 Introduction

Greater Anglia believe that when you travel with us, or think of travelling with us, you should expect high standards of service throughout your journey experience. This document sets out what you should expect from us, how to get in touch and what we will do to explain, put things right when we can, or in the event we can not put things right we will set out how you can access the Rail Ombudsman if you are not happy with the response we have provided.

A complaint is defined as any expression of dissatisfaction by a customer or potential customer about service delivery or company or industry policy where a response or resolution is explicitly or implicitly expected.

Greater Anglia's stations, trains, website, App and timetables are all published with information about how customers can get in touch with us. Our Social Media team always try to assist every customer. Sometimes it is more appropriate for them to put customers in touch with our Customer Relations team. This may be by providing a link to our customer webforms, or providing contact details. The Social Media team may also ask our Customer Relations team to reach out to customers if appropriate. Our Complaint Handling Procedure pdf is available to download, or alternatively our Customer Relations team can arrange to send a copy upon request.

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. We will ensure that the process for contacting us is easily accessible, well publicised and easy to use. To help we have an outline document which highlights the key areas of interest.

## 1.2 Principles

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 (see [greateranglia.co.uk/about-us/our-performance/passengers-charter](https://greateranglia.co.uk/about-us/our-performance/passengers-charter)).

We will ensure that all relevant Greater Anglia customer service employees (all those who come into daily contact with customers) are 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 Confidentiality

We will respect confidentiality in line with the Data Protection Act, however we want to ensure that we handle every complaint in a timely manner, in line with industry guidelines. If you contact us but your complaint relates to the goods or services of another train company then we will send your complaint on to them in a timely manner. We will let you know when we send it on and supply contact details for the train operator concerned.

If your journey involved multiple trips on different services we will answer any issues that relate to our services and forward your details to the other relevant train operating companies so they can respond directly to you about their portion of your journey. We will tell you who we have sent your complaint to, and how to get in touch with them.

If your complaint is about a ticket or service provided by a third party ticket retailer please contact them directly.

- If your complaint is about the rail infrastructure e.g. level crossings or fences please contact Network Rail.

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 and the Data Protection Act 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, and by using the BT prefix 18001 for textphone and minicom users.

Textphone users will not be charged additionally for using the Typetalk service, and standard call rates will still apply to any textphone or minicom calls.

The Contact Centre is open during the following times:

- 0800 – 2000 Monday to Saturday
- 1000 – 2000 Sundays
- 0900 – 1800 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.

Get in touch with our Contact Centre the following ways:

Freepost GREATER ANGLIA CUSTOMER RELATIONS

Note this is the full address. It has been shortened for your ease, but rest assured that it will reach us.

Or pick up a Customer Comments form at staffed stations.

Telephone 0345 600 7245

Email [contactcentre@greateranglia.co.uk](mailto:contactcentre@greateranglia.co.uk)

Twitter @greateranglia or @stansted\_exp

From our website customers may complete a webform using this link or through the Contact Us page [greateranglia.co.uk/contact-us/contact-forms](https://greateranglia.co.uk/contact-us/contact-forms)

This is the quickest way to get in touch with us.

Customers should note that all calls to our 0345 number are charged at the same rate irrespective of your call being from a landline or mobile telephone.

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

- On the Greater Anglia website [greateranglia.co.uk](http://greateranglia.co.uk)
- Social Media. We recognise that more people use social media. We have a popular Twitter feed (@greateranglia or @stansted\_exp) which is manned 7 days a week. Any complaints requiring a fulsome or detailed and personal response will be sent to the Contact Centre. Alternatively our Social Media team may send you a link so you can get in touch with the Contact Centre team. We also have a facebook page (facebook.com/GreaterAnglia)
- All marketing literature.
- 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 contact details for the Rail Ombudsman, Transport Focus and London TravelWatch. At stations managed by Greater Anglia, but where other train operators call, the contact details of those operators will also be shown.
- Inside Greater Anglia trains we display information on our Network Maps which provide details of how to get in touch with Greater Anglia and information about the Passenger Assistance service. Rail Ombudsman contact information is also provided on this map. Delay Repay information onboard may be displayed as a poster or feature on the onboard display.
- Within the Greater Anglia Passenger's Charter (see [greateranglia.co.uk/about-us/our-performance/passengers-charter](http://greateranglia.co.uk/about-us/our-performance/passengers-charter)).

## 4. Methods of comment/complaint

### 4.1 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 provide the customer with a customer comments/complaints 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.

Key information can help us resolve matters more promptly and bring matters to a close. When you get in touch please let us know:

- dates;
- time of travel;
- stations used;
- any other relevant information.

### 4.2 By customer comments/complaints form

Customer comments/complaints forms are available on request from all Greater Anglia ticket offices and other train company ticket offices within the area where Greater Anglia operates. Whether at a station or onboard a Greater Anglia train our people will upon request provide contact information to enable a customer to get in touch with us, or they may provide a comments form, if available.

### 4.3 Direct & indirect contact in writing, email or by telephone

Customers may make direct contact in writing, by email, by telephone, or via the website to the Contact Centre with or without a comment form. Customers may also contact us using the webform available on the Greater Anglia website. The contact details are shown in Section 3. Correspondence received by the Contact Centre will be registered on the database and be dealt with in the order in which it is received.

Customer details and correspondence may also be forwarded to the Contact Centre by other train companies, the Rail Ombudsman, Transport Focus or London TravelWatch and by National Rail Enquiries in order for us to fulfil our obligation to respond to you. This may happen if a journey involves more than one train operator or if your case is taken up by the Rail Ombudsman.

### 4.4 Customers with additional needs or whose first language is not English

For customers who use textphone or minicom services, please prefix your call through to our main advertised number with 18001 to communicate with Tynetalk services, during the times that our Contact Centre is open.

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

Where Greater Anglia are contacted by a guardian, advocate or other person acting on behalf of a customer we will require suitable confirmation before we engage with that person. We will ask for evidence of this entitlement to ensure that we are acting in accordance with data laws as well as the customer's wishes.

Greater Anglia recognise that all customers will benefit from changes to make the railway more accessible and our aim is to make continuous improvements to the accessibility of our services and stations for all of our customers. Our Accessible Travel Policy (ATP) sets out the procedures and policies that Greater Anglia has in place to assist disabled customers and customers requiring assistance with boarding and alighting from the train. The ATP is available in a number of formats, and can be found at [greateranglia.co.uk/travel-information/assisted-travel/accessible-travel-policy](https://greateranglia.co.uk/travel-information/assisted-travel/accessible-travel-policy)

Section 12 of the policy provides information about redress and compensation.

## 5. Response

### 5.1 Normal response

Greater Anglia will aim 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 (see [greateranglia.co.uk/about-us/our-performance/passengers-charter](https://greateranglia.co.uk/about-us/our-performance/passengers-charter)) Our objectives are listed below, and to help us be as effective as possible we may need more information from a customer. If we do not hear back from a customer within 10 working days we may, under industry guidelines, close the case within our system. 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, and we will update the customer every 10 working days should the matter not be concluded within our aforementioned timescales for response. We will make reasonable endeavours to ensure we meet our response times even when there is an unexpected increase in the volume of complaints received. If there are exceptional circumstances, such as a period of major disruption, we may increase these response times. We will work closely with Transport Focus and London TravelWatch if our response times are extended. We will also ensure we advise the ORR when we anticipate an increase to response rates. We will notify customers via our website [greateranglia.co.uk](https://greateranglia.co.uk) if this is the case and make every effort to respond to you as soon as we can.

Our objectives are:

- To provide a response which is easy to understand.

- 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.

We set out our commitments to provide compensation and/or redress with the Greater Anglia Passenger's Charter. Our customers can expect us to apologise when things go wrong, and provide an explanation too. Where it is appropriate and practical we will also look to correct a problem. We have a framework for Delay Repay compensation claims enabling customers to claim when services are delayed by 15 minutes or more. All customer correspondence other than Delay Repay is reviewed on an individual basis.

## 5.2 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 person who has not previously been involved in the case to undertake a review of the complaint. You can appeal to the Rail Ombudsman if you are:

Unhappy with our final response to your complaint, which will be given in a letter or email (sometimes called a 'deadlock letter') or

We haven't settled your complaint within 40 working days of receiving it, and no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into ( for example if it's about industry policy, the way one of our services has been designed, or something that happened before the Rail Ombudsman service was established). If that's the case they will contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you, such as Transport Focus or London TravelWatch. They will independently review your complaint and, where appropriate, follow things up on your behalf.

## 5.3 Frivolous and vexatious complaints

Greater Anglia reserves the right to terminate any correspondence or communication that we reasonably deem to be abusive, bullying, repetitive, frivolous or vexatious, and which specifically diverts resources and affects key areas of the Contact Centre. This decision will be made by the Contact Centre Manager. We will provide the customer with contact details for the Rail Ombudsman and/or Transport Focus or London TravelWatch (as appropriate). We will consult the DfT and Transport Focus or London TravelWatch before we terminate any correspondence and we will advise the customer in writing of the reasons behind the decision.

# 6. Redress/compensation

## 6.1 Forms of recompense will normally be one of the following

- National Rail travel vouchers for full or part payment towards a future journey anywhere on the National Rail network.
- BACs payment
- PayPal
- Credit and debit cards
- Charitable donation

Recompense will be guided by Greater Anglia's Passenger's Charter and the industry-wide arrangements as set out in the National Rail Conditions of Travel.

## 6.2 Individual claims

Individual claims for recompense will be dealt with in line with the National Rail Conditions of Travel and Greater Anglia's Passenger's Charter ([greateranglia.co.uk/about-us/our-performance/passengers-charter](https://greateranglia.co.uk/about-us/our-performance/passengers-charter)), taking into account such factors as the nature of the complaint, the fare paid and any other extenuating circumstances ([greateranglia.co.uk/NCOT](https://greateranglia.co.uk/NCOT)). The recompense arrangements we have in place, and any good will gesture we may consider does not prevent our customers' exercising their rights under the Consumer Rights Act. We will make clear to our customers in our Passenger's Charter that they may be eligible to a different level or method of compensation, including for consequential loss, where Greater Anglia is at fault. You may find it useful to refer to this National Rail website page for more information: [http://www.nationalrail.co.uk/times\\_fares/ticket\\_types/72098.aspx](http://www.nationalrail.co.uk/times_fares/ticket_types/72098.aspx)

When we get back in touch with you, we will let you know if you have an entitlement to compensation, and ensure that this is paid to you.

## 6.3 Minimum levels

The commitments within the Greater Anglia Passenger's Charter will determine the minimum level of recompense.

# 7. 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) – more detail can be found in the National Rail Conditions of Travel.

## 7.1 Lost property

There is nothing worse than leaving things behind. We want to reunite our passengers with their lost or mislaid items as quickly as possible.

If you think that you've left something on one of our trains or at one of our stations, contact our Lost Property team.

Use our online lost property contact form [greateranglia.co.uk/lost-property](https://greateranglia.co.uk/lost-property)

# 8. Customer satisfaction

## 8.1 Statistical feedback

Statistical feedback taken from Greater Anglia's Contact Centre database is shared with the Greater Anglia Leadership and Customer Service team on a weekly and four-weekly basis to the Greater Anglia executive group. A category will be included to show the numbers of customers dissatisfied with the initial response given. Feedback will also be used at specific Customer Service improvement groups and may be shared with the Passenger Panels.

Greater Anglia will provide information in the format and at intervals required by the ORR on the number of comments and complaints received, and our performance in dealing with them, to the Office of Rail and Road, Transport Focus or London TravelWatch and the DfT. Please refer to our comments and complaints page for more information about Greater Anglia Complaint Handling [greateranglia.co.uk/contact-us/faqs/complaints-compensation](https://greateranglia.co.uk/contact-us/faqs/complaints-compensation)

## 8.2 What happens if you are not satisfied with us?

You can appeal to the Rail Ombudsman if:

You're unhappy with our final response to your complaint, which will be given in a letter or email (sometimes called a 'deadlock letter'); or

we haven't settled your complaint within 40 working days of receiving it; and

no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into (for example, if it's about industry policy, the way one of our services has been designed, or something that happened before the Rail Ombudsman service was established). If that's the case, they'll contact you to let you know.

If possible, they will transfer your complaint to another organisation that may be able to help you, such as Transport Focus. They will independently review your complaint and, where appropriate, follow things up on your behalf.

We cannot handle penalty fare appeals. Please contact IRCAS as detailed below:

### Rail Ombudsman

Website: (including online chat): <http://www.railombudsman.org>

Telephone: 0330 094 0362

Textphone: 0330 094 0363

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Twitter: @RailOmbudsman

Post: FREEPOST – RAIL OMBUDSMAN

The Contact Centre team are available:

Monday to Friday 09:00 - 17:00

### Other useful contacts

If you have received a Penalty Fare notice please refer to the appeals body detailed on the notice.

You can find contact details and how to appeal or pay a notice at [ircas.co.uk](http://ircas.co.uk) or write to

The Independent Appeals Service, PO BOX 212, Petersfield GU32 9BQ.

## 9. Review of procedure

The Greater Anglia Customer Complaints Procedure is reviewed annually. The ORR Complaints Code of Practice sets out the ORR requirements which train companies should adhere to both within their daily complaints processes and this document.