

Station Complaints Handling - Passenger Document

Stobart Rail Limited (SRL) is a rail company that, in addition to its infrastructure maintenance work, operates the station at London Southend Airport.

This document sets out the processes we employ for dealing with complaints and claims arising from our operations at that station. These processes aim to satisfy the Office of Rail and Road (ORR) Guidance on complaints handling for licence holders 2015, our Station Licence requirements as well as our own Company standards.

A complaint is defined as “Any expression of dissatisfaction by a customer or potential customer about service delivery by our company and/or about company or industry policies”.

The term complaint in this document covers forms of negative customer feedback received via

- Letters and e-mails
- Telephone and text phone calls
- Customer Complaint/Feedback Forms (available at the station)
- Completion of online Complaints Forms
- Face to face feedback to staff
- Social Media

How to make a complaint?

There are a number of ways you can contact us to make a complaint:

- In person to any member of our station staff, our staff have been trained to receive and pass on complaints
- Via e-mail or letter to the following:

Operations Director,
Stobart Rail & Civils,
The Terminal
Aviation Way
Carlisle Lake District Airport
Carlisle
CA6 4NZ
- E-mail - helpdesk@stobartrail.co.uk
- Via telephone and text phone calls:
Telephone 0800 032 6294 (Free Phone 24 hours)
Telephone 03332 205 436 (using this number from mobiles or landlines will not incur any premium call rates)
Text Relay Phone - 18002 0800 032 6294 (24 hours)
- Customer Complaint and Feedback Forms:
Our Customer Complaint and Feedback Forms are readily available to all customers in leaflet holders at the station or directly from station staff. The leaflets explain the complaints handling procedure and their rights within that process.

- Via the Stobart Rail & Civils Website:
There is a dedicated Southend Station page available on our website.
<http://www.stobartrail.com/item/station>

When raising a complaint in order to help us investigate fully please include full details of the issues you have raised as well as contact information.

The Stobart Rail & Civils Station office team can be contacted directly by the customer and the station is manned 24 hours a day. Arrangements for telephone contact to Stobart Rail & Civils shall ensure that those making the complaint are only charged at local telephone rates.

The siting of notices and help points ensure that all customers can easily communicate any complaints and comments they may have. The contact details for making a comment / complaint / claim are clearly displayed on notices on station information boards.

The notices state the following options available to customers:

- Comments and complaints can be made locally to our staff on duty at the time who will endeavour to resolve any issues locally or escalate to senior management at Stobart Rail & Civils Head Office;
- If a complainant is unhappy with the outcome, or how the complaint was handled, the option of contacting Transport Focus, London TravelWatch;

Please note that in addition to this, the Alternative Dispute Resolution (ADR) for consumer disputes (Competent Authorities and Information) regulations 2015 requires us to advise you of an 'Alternative Dispute Resolution' organisation for your complaint. In our case this is the Consumer Ombudsman (www.consumer-ombudsman.org). However as Transport Focus/London TravelWatch already provides a mediation service for customers in the rail industry, we do not make use of the ADR process, and correspondence to the Consumer Ombudsman will be redirected to Transport Focus/London TravelWatch.

Note: Stobart Rail & Civils are party to the industry Claims Allocation and Handling Agreement (CAHA) and comply with the provisions of the codes of practice for the handling of claims made by the public against the Railway Industry

The notice board clearly displays contact information, including address, telephone number and e-mail address for making a complaint to.

- Stobart Rail & Civils
Telephone: 0800 032 6294
Website: <http://www.stobartrail.com/item/station>
Twitter: @StobartRailLtd
- The Transport Undertaking(s) using the Station; Greater Anglia
Telephone: 0345 600 7245
Website: www.greateranglia.co.uk
- Transport Focus;
Telephone: 0300 123 2350
Website: www.transportfocus.org.uk
- London TravelWatch;
Telephone: 020 3176 2999
Website: www.londontravelwatch.org.uk

A copy of this Passenger Document will also be available at the station and on the Stobart Rail & Civils website <http://www.stobartrail.com/item/station>

Social Media Policy:

What Stobart Rail & Civils will do?

As social media becomes more and more accessible Stobart Rail & Civils recognises that there are times when this medium is used to express dissatisfaction. With this in mind Stobart Rail & Civils will monitor postings on social media to identify where a posting can be identified as a complaint and requires further investigation. In this case Stobart Rail & Civils will contact the complainant, assist them in making a formal complaint if they wish and advise them of the processes and timescales involved. The complaint will be dealt with in accordance with this Complaints Handling Passenger Document.

What we expect of the complainant:

- Please do not use foul language or be aggressive, we will not tolerate this type of engagement.

Equality and Diversity

Stobart Rail & Civils excludes no one from lodging a complaint and all our station staff have received complaints handling training. Complaints may be received from people whose first language is not English. These, and the replies, shall be translated into the appropriate language. If a response in a different format is required (such as large print or audio) whenever possible we will respond within 10 working days.

We also have provisions for customers who are visually impaired or hard of hearing and a text relay service is in place. We will also provide upon request copies of our Complaints Handling Passenger Document in alternative formats such as large print, audio or braille.

We are also happy to accept complaints from guardians, carers or support workers made on behalf of a passenger with their permission or authority.

Stobart Rail & Civils fully complies with the requirements of the Equality Act 2010.

Privacy Policy

Stobart Rail & Civils have in place administrative, electronic and physical security measures to ensure that the information you provide to us is protected from access by unauthorised persons and protected against unlawful processing, accidental loss, destruction or damage in accordance with the Data Protection Act 2018.

We may collect and process the following data:

- Information you provide to us by completing forms on our website
- Information contained within completed Complaints and Feedback Forms
- Information you have provided to our staff directly or via letter or email
- Information obtained via social media interaction

All customer information will be treated in a manner that ensures confidentiality is protected. Personal details or details of information provided will not be divulged to third parties except with the written consent of the complainant. Exceptions to this are where it is necessary for us to fulfil our obligations to other organisations carrying out their statutory duties i.e. the Police, where we may have to disclose some or all of such information.

Where practical we will coordinate a single response to your complaint where it involves other license holders, where the bulk of your complaint is with another licence holder we will make arrangements for the complaint to be passed directly to them within 5 working days, but will inform you when this transfer has taken place.

The Office of Rail and Road (ORR) may wish to contact a complainant to conduct research and learn of their experiences. We provide an option to opt out from being contacted on our complaint forms/website if you do not wish to be contacted.

Response Times

Wherever possible, customers' complaints shall be handled locally with the intention of resolving any issues there and then. Our station staff are fully trained in handling customer complaints. Where a complaint cannot be resolved immediately a full and fair investigation will take place.

Written, Emailed, Faxed, telephoned comments and complaints in addition to those recognised as a complaint via social media shall be acknowledged as soon as is practicable; the aim shall be to acknowledge complaints received within 5 working days.

The length of time it takes to resolve complaints depends on their complexity, we aim to respond to 90% of all complaints within 10 working days and 95% of all complaints within 20 working days. In cases where a full response cannot be given within the 20 working days then an update will be sent advising the customer of progress made; thereafter, an update shall be provided every 10 working days. These limits also apply to complaints referred to us by Transport Focus.

In the event that we receive a sudden or unexpectedly large increase in the volume of complaints we shall endeavour to maintain compliance to the above timeframes but may have to put in place emergency timescales. In this event customers will be informed via the Stobart Rail & Civils website and complainants informed via letter or email of any potential delay in dealing with their complaint. Stobart Rail & Civils will also inform the Office of Rail and Road, Transport Focus and London TravelWatch of the reasons for, duration of and plans in place to return to published timeframes and processes in place in order to maintain the quality of our responses.

Where complaints cannot be answered fully within our published timescales we will make the complainant aware of any potential delays and provide them with regular updates after the target response date time has elapsed. The updates will give full details of progress being made and give the complainant the option to speak directly to someone if they choose to do so.

Note: Where internal disciplinary action is taken towards any member of staff as a result of a complaint (or complaints) we will not be able to provide details to the complainants as we must treat the details of any disciplinary as confidential.

Response and Resolution

Stobart Rail & Civils will provide a full written response to all complaints in plain English free of rail industry jargon, initials and acronyms. The tone and formality of the response will be appropriate to the circumstances of the complaint. Upon the complainant receiving a second substantive response from Stobart Rail & Civils the complainant will be signposted to Transport Focus/ London TravelWatch and relevant ADR (Alternative Dispute Resolution) body, the Consumer Ombudsman (www.consumer-ombudsman.org even if Stobart Rail & Civils continues to engage with the complainant. Stobart Rail & Civils will ensure that there are no outstanding actions required by them with regard to complaints resolution.

Where a complaint is considered to be frivolous or vexatious Stobart Rail & Civils may wish to terminate correspondence with a complainant before full resolution has been reached. The

decision on whether a complaint is frivolous or vexatious will only be made by the Operations Director or other senior manager. Stobart Rail & Civils will consult with Transport Focus or London TravelWatch before terminating correspondence and will advise the complainant in writing of the reasons behind the decision. Stobart Rail & Civils will continue any other dialogue with the complainant on any other unrelated comment or complaint.

Compensation

Levels of redress will be determined by the Operations Director on a case by case basis, taking cognisance of all relevant factors; for example, reimbursing the train fare where a particular train was missed because of Stobart Rail & Civils actions or inactions.

Monitoring and Measuring

Stobart Rail & Civils monitors information relating to customer perception as to whether our organisation has met customer requirements and expectations.

Stobart Rail & Civils carry out internal audits conducted by qualified auditors on all station activities including complaints handling to determine the compliance, currency and effectiveness of our processes. These audits alongside analysis of complaints received are reviewed at our management meetings in order to provide the basis for analysis of trends and the mechanism for continual improvements. Feedback on any identified improvements on handling customer complaints is disseminated to all relevant staff and included in our documented processes.

Signed:



K. Taylor

Managing Director

Date: July 2018

