

RAUK-L2-CUS-406

Managing Customer Complaints

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1. Introduction

Welcome to Rail Adventure UK Ltd (RA) complaints handling procedure, which is designed to provide you with information about the ways you can contact us and the steps we will take to try to resolve your complaint.

We put customers at the heart of what we do. Sometimes we can get it wrong and if we do, we want to hear about how to make it right and stop it happening again. This document describes what you should expect and the procedures we will adopt when dealing with complaints.

We value customer feedback to improve our services and will provide information to help you comment on our services and facilities. Our complaints handling procedure is available on request from our Customer Service Team or to download from the website

www.RailAdventureUK.co.uk

At Rail Adventure UK Ltd, we use the Office of Rail and Road' (ORR) definition of a complaint:

“Any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy”.

We also consult with Transport Focus on an annual basis to ensure our complaints handling procedure, and any amendments made subsequently, continue to reflect up to date policy.

If you require a copy of the policy in an alternative accessible format such as large print or in another language you can also request this from our Customer Service Team.

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2 Principles

We will ensure that contacting us is easy and our details are well publicised. We will reply to all complaints and claims in a timely and helpful way, addressing each substantive issue raised and acting to put problems right.

3 How to contact us

We empower and encourage our staff to resolve any problems or complaints that you may have about our service immediately, so please do speak to our staff in the first instance.

If they are unable to resolve the matter, the help of a manager or supervisor may be required. However, if they cannot fully resolve the issue, please contact our Customer Service Team, who can assist you.

If your complaint is regarding a recent train service, to help us quickly resolve any issue, please specify which of our train service provisions you used, either one of our Charter services or one of our scheduled national timetabled services.

Our Customer Services Team is responsible for handling all customer enquiries and complaints by email, telephone or social media. Our Customer Service Team are there to help you and there are several ways to get in touch:

By Phone: Customer Service Team: **NUMBER TO BE FINALISED**

Monday to Friday: 8.30am to 5pm Weekends and bank holidays:
Closed

By Email: info@railadventure.uk

Social Media:

- Facebook: RailAdventure
- LinkedIn: RailAdventure UK Ltd

Our social media team may send a link so you can get in touch with the Customer Service Team for a more detailed and personal response.

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4 Accessibility and Reach

4.1 Public

We will publish our contact details on our website and around our operational network.

Where we operate passenger trains and stations, contact details will be provided for passengers to easily access on each and/or both. We will give the email address and telephone number of the Customer Service Team.

4.2 In Person

If you are dissatisfied or further investigation is required, then our employees will either tell you how to contact the Customer Service Team or help you complete a comments/complaints form, which will then be forwarded to our Customer Service Team.

4.3 Our Customer Service Team

Our Customer Service team will:-

- contact you to acknowledge they have received your complaint; and
- write to you with a full response to your complaint, which you will receive within 10 days of the acknowledgement.

Occasionally, we will need more time to investigate your complaint; if so, we will contact you within 10 days to explain why we need more time and when you will next hear from us.

You can make direct contact with us by using our website, by email or phoning our Customer Service Team.

Correspondence received by the Customer Service Team will be registered on a database and dealt with in the order in which it is received.

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

We understand some people have specific requirements or their first language is not English, and they may have difficulty communicating with us. We handle these cases sensitively and give our responses in an appropriate format.

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We are happy to correspond with you through your preferred means of communication (such as telephone, letter, email). We can also provide documentation in printed copy, large print and audio formats.

We aim to do this within 10 working days of your request. For any other alternative formats, please contact our team at the Customer Service Team who will be at hand to help.

Alternatively, we can accept complaints or feedback from guardians, carers or support workers on your behalf (with evidence of your permission or authority).

5 Confidentiality

We will respect confidentiality in line with the General Data Protection Regulations (GDPR).

If you contact us but your complaint relates to the goods or services of another train operating 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. Your details may also be forwarded to the Customer Service Team by other train operating companies, 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 escalated to Transport Focus.

Your personal details, or details about your complaint, will not be shared with third parties unless we have your consent in writing or it is necessary to fulfil our own obligations.

These obligations may be to Members of Parliament, the Department for Transport, other train operators, Transport Focus or the Office of Rail and Road. This includes other bodies carrying out statutory duties such as the police.

We will only use the information you provide as permitted by the General Data Protection Regulations (GDPR), and we will only share or disclose your information in accordance with the DPL and will obtain your consent where we are required to do so.

We will only use third parties to process information where we are satisfied that they comply with these standards and can keep your data secure. Full details are provided in our Privacy Policy, which can be found on our website.

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6 Putting things right

6.1 Managing complaints

We aim to answer all complaints within 20 working days of receipt and set a target of 90% to be answered in 10 working days. You will be provided with a unique reference number to log, monitor and track the resolution of the complaint.

In times of exceptional demand, we may not be able to meet these targets. If that is the case, we will let customers know with a customer message on our website or via our social media channels

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.
- We will only consider a complaint as resolved when we have no outstanding actions to perform.

6.2 Escalation of complaints

Please give us the opportunity to try to resolve your complaint. If you feel that our written response has not resolved your complaint, you can reply to our Customer Service Team. They will arrange for the appropriate senior manager to review your complaint before writing to you with a final response.

Additionally, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve unresolved complaints/disputes. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available.

They will help us both to try to reach an agreement, but if this doesn't happen, they will decide based on the evidence they've received. If you agree with their decision, then we must act on what they say.

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter'); or
- We haven't resolved your complaint within 40 working days of receiving it; and

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

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6.3 Contacting the Rail Ombudsman

The Rail Ombudsman can be contacted on:

Website: (including online chat) www.railombudsman.org

Telephone: 0330 094 0362 Monday to Friday 0800 – 2000, Saturday and Bank Holidays 0800 – 1300 Sunday – closed

Textphone: 0330 094 0363

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post:

FREEPOST-RAIL OMBUDSMAN

7 Acting fairly and proportionately

7.1 Reviewing complaints

When reviewing complaints, we will form a fair and unbiased view about what you should have expected and what happened in practice. Some complaints can be resolved easily and quickly.

However, for more complicated or serious complaints we will investigate fully the issues raised. This will include:

- Analysis of the complaint.
- Evidence gathering.
- Analysis of evidence.
- Determining what should have happened.
- Identifying the cause of the failure.
- Response and lessons learned.

7.2 Investigation

We will arrange a full and fair investigation of your complaint wherever necessary. We will investigate complaints thoroughly, seeking clarification from you when necessary.

The more information you give us about your complaint; the sooner we can get back to you with a full reply. For example, please include things like:

- a) The time and date of your journey.
- b) A detailed description of the series of events that took place.
- c) The train service (Charter or Scheduled train service) and/or stations you travelled to and from.
- d) Copies of your tickets and any other documents that might help us identify trains or staff involved, this is not essential but helpful where possible.

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Once we understand the key issues, we will identify facts that need to be checked. We will collect evidence and interview employees if required. Our objective analysis will include a review of all relevant policies and procedures. We will form a fair and unbiased view about what you should have expected and what happened in practice.

Any additional information that you feel will help us investigate the complaint.

If your complaint includes more than one issue, we will deal with each one this way. We log every complaint with a unique reference number on our database.

This means that we can keep track of our progress in dealing with your complaint and check that we're keeping to our targets for response time.

We will also ensure that the right people within our business investigate to help us resolve a complaint and to make sure that we work to prevent a reoccurrence in the future.

If detailed investigations are required, we will let you know if there is a delay and keep you updated but will endeavour to adhere to our normal timing commitments wherever possible.

7.3 Frivolous and vexatious complaints

We reserve 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 the operation of the Team. This decision will be made by our Head of Service Delivery.

We will consult with Transport Focus when considering whether to deem a complaint as frivolous or vexatious.

7.4 Claiming for losses, personal injury or property damage

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If you need to claim for losses, property damage or personal injury, please write to or email our Customer Service Team.

Please also make our staff aware straight away of any injury or damage that you or your property sustain whilst travelling through our stations.

Letting our staff know if there has been an issue will allow them to make areas safe and prevent anyone else suffering injury or damage.

Where possible, we will aim to resolve your complaint personally but there are times when we may need to pass your details on to our claim handlers. If this is required, we will ensure that this is done and inform you of the status of your case.

8 Lost property

There is nothing worse than mistakenly leaving things behind. We want to reunite you with your lost or mislaid items as quickly as possible. If you think that you've left something our station, contact us and we'll search all of the items handed in

To report a lost item contact at our station, contact the Customer Service Team. When you report a piece of lost property, there are a few things that we will need to help us track down your things. The following details are therefore really useful:

- Your departure or arrival time at our station.
- Was it a Charter or a scheduled train service in the national timetable.
- The time and date of your journey.
- A good description of your lost item including size, colour, make and any distinguishing features.
- your name and contact number.

9 Penalty Fares

At present Rail Adventure UK Ltd is not part of the Penalty Fares Scheme and does not issue or handle Penalty Fares notices or payments. If you have received a Penalty Fare Notice, please refer to the appeals body detailed on the notice.

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You can find contact details and how to appeal or pay a notice at penaltyservices.co.uk or write to:

Penalty Services Ltd,
12 Deben Mill Business Centre, Old Maltings Approach, Melton,
Woodbridge, Suffolk, IP12 1BL

Please ensure that you quote your reference number on all correspondence.

10 Ownership of Complaints

10.1 Complaints impacting Rail Adventure UK Ltd.

We will respond directly to complaints made about train services we manage.

We will also deal with all complaints relating to ticket sales when we have sold the ticket.

If you have bought the ticket from a third-party retailer/tour promotor or another train company, you should direct your complaint to them in the first instance.

10.2 Complaints about other train companies

Complaints referring or relating to another station operator or train company will be acknowledged in the normal way.

You will be advised that their comments have been sent on and a contact address will be given. T

The correspondence will be forwarded to the relevant company within five working days of receipt for them to respond directly.

If your complaint relates to other rail company's services or Network Rail managed stations, we will send your complaint to them and ask them to get in touch and we will let you know when we have done that.

If your complaint involves a journey that features more than one rail company, we will liaise with the other companies involved to ensure you receive a coordinated response.

10.3 Complaints about other transport providers

If complaints relate to other transport providers (e.g. a bus operator or tram operator) we will explain this in our reply to you and provide the contact address you need.

If the complaint refers to another non-transport organisation, we will also explain this in our reply and try to provide you with the contact address you need.

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If complaints relate to other transport providers (e.g. a bus operator or tram operator) we will explain this in our reply to you and provide the contact address you need.

If the complaint refers to another non-transport organisation, we will also explain this in our reply and try to provide you with the contact address you need.

10.5 Complaints about our suppliers

If you make a complaint which relates to a third-party supplier who is acting on behalf of us (e.g. car park management, security, cleaning staff or suppliers of rail replacement services) we will work with the provider to thoroughly investigate the details of your complaint and co-ordinate a response accordingly.

11 Organisation dealing with complaints

The Service Delivery department is responsible for handling complaints, managed by the Head of Service Delivery.

If you make a complaint or provide feedback to us by any contact method, including third party intermediaries (e.g. Resolver), we will enter details, and a full record of any contact made, onto our confidential database.

Our team of fully trained employees will review every contact to identify if the content is a complaint about our service.

Details are then passed onto the appropriate management team for investigations as well as producing reports. These are then analysed for service improvements and regulatory monitoring.

Electronic forms of all our contact data are held for no longer than six years. If you have provided a daytime telephone number, we may try and contact you by phone to resolve the issue, or obtain further information about your complaint, to assist in the investigation.

We will undertake a full and fair investigation into your comments and make every effort to provide answers or explanations to the issues you raise. Wherever possible, a complaint will be handled by an individual member of the, from receipt to reply.

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12 Training

We are committed to ensuring that all our staff have the knowledge, skills and are empowered to deal with a complaint about our services.

Employees receive specific training on our commitments in our Complaints Handling Procedure.

Ongoing training is provided to ensure our staff handling complaints have the capabilities and competence to deliver an excellent complaint handling service.

This includes telephone/letter writing skills, complaints investigation and resolution skills.

13 Reporting and reviewing

We often undertake a review of the services we provide which includes statistical feedback regarding the types of complaints and feedback we receive.

This statistical feedback may be shared with and used by ORR, Transport Focus and Department for Transport so that we can be benchmarked against other operators and ensure we are dealing with complaints in a way that is fair and transparent.

We also carry out regular reviews of our complaints handling procedure and update it as and when there are any changes to our systems or processes.

Reviews will be carried out in consultation with Transport Focus and ORR. We will continue to actively monitor our CHP to make sure that it is effective and continues to comply with industry changes.

13 Organisational culture and structure

Customer experience sits at the very heart of Rail Adventure UK Ltd's organisation culture.

Our structure and internal reporting processes allow for escalation of concerns and a business-wide understanding of areas to improve, as well as a shared vision of our goal to deliver seamless travel that drives positive customer journeys.

We believe in an open and honest relationship with our customers, acknowledging the vital impact our staff have on your experience and empowering them to make decisions and actively resolve issues in their remit.

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14 Other useful information

14.1 Assisted Travel Policy

You can find more information on our policies for supporting disabled customers and those that need an extra helping hand as well as practical information on planning your journeys at:

www.RailAdventureUK.co.uk and the

National Rail Website: -

https://www.nationalrail.co.uk/stations_destinations/disabled_passengers

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