

# Surface Transport Customer Services Complaints and Feedback Policy

Approved by David Brown, MD Surface Transport

Signed: 

Date: 29<sup>th</sup> May 2009

Version 1.0

## **Purpose**

This policy sets out the principles for handling complaints and feedback in Surface Transport Customer Services.

## **Definition**

Customer complaint and feedback is defined into four categories:

- Complaint – which is any expression of dissatisfaction with Surface Transport’s service, staff or policies
- Query – this could be a general or specific request for information. Requests under the Freedom of Information Act 2000 are handled in accordance with the statutory procedure
- Commendation – which is an expression of approval for Surface Transport or its services
- Suggestion – an idea submitted to Surface Transport with the aim of improving our services

## **Organisational Scope**

Surface Transport is the integrated body responsible for the Capital’s surface (public) transport system. Its role is to implement the Mayor’s Transport Strategy across Surface Transport modes, improving the quality of service, increasing the number of passengers on Surface Transport services and improving accessibility to the Surface Transport services for mobility-impaired passengers and young people.

Surface Transport Customer Services manages:

- London’s Buses
- Streets
- Public Carriage Office (PCO)

Surface Transport is committed to providing consistent, high quality services and values customer feedback.

## **Surface Transport Complaints and Feedback Policy Statement**

“Promote feedback from our customers ensuring that information provided is used within the business to improve the provision of transport in London”.

### **Policy Content**

This policy outlines Surface Transport’s commitment to managing complaints well through a complaints system which is:

- Easy to Access
- Timely
- Confidential
- Informative
- Simple
- Fair
- Effective
- Monitored and Audited

### **Easy to Access**

We will make access to our customer services teams as easy as possible, whether by written correspondence, e-mail, fax, telephone, web-form or other methods. We are committed to making communication with us as easy as possible. We will assist people who have difficulty in contacting Surface Transport due to disabilities or language problems.

We will ensure Surface Transport customers are confident about making a complaint. We will provide support where necessary and inform customers of help they can get from outside Surface Transport.

### **Timely**

All feedback will be dealt with in a timely manner, adhering to published timescales and guidelines.

We will keep you informed about the different stages of the contact process.

For all enquiries we will provide a response or update within a maximum of 15 working days. We will acknowledge all written enquiries within 2 working days.

## **Confidential**

We will keep all personal details confidential, in accordance with applicable legislation and internal guidelines. However, we may share information within Surface Transport to the extent necessary to resolve an issue or to be able to offer a reply.

You are not required to provide your details however in such case, we will resolve the issue but will not be able to provide you with any feedback.

## **Informative and Simple**

We will aim to eliminate jargon and to communicate in a clear and concise way. Our response to your feedback will:

- Aim to answer all points of concern
- Be factually correct
- Aim to find positive, workable solutions

If you are dissatisfied with our response, we will tell you what options are open to you.

## **Fair and Effective**

We will ensure that all customer complaint and feedback is handled in a fair and effective way. This means that we will deal with complaint and feedback without bias towards any particular group or body and that we will be consistent and thorough in our approach.

## **Monitored and audited**

We will log and monitor all feedback to ensure that we adhere to our promises under our published policies and our obligations under any relevant legislation. We will also ensure that customer feedback is passed on to senior managers and other members of staff, in order to help improve services.

## **Redress**

As part of valuing customers and customer feedback, we will seek to provide appropriate redress when required.

## Escalation

Our operating procedures will provide for escalation of matters that are unresolved or where the nature of the feedback requires it.

Our operating procedures will also provide for escalation of matters to external organisations. Depending on the issue this will either be the London TravelWatch, the Local Government Ombudsman or the Information Commissioner. Contact details are given below:

<b>London TravelWatch</b>	
<b>Phone:</b>	020 7505 9000 (09.00 to 17.00 Mon to Fri)
<b>Fax:</b>	020 7505 9003
<b>E-mail:</b>	<a href="mailto:enquiries@londontravelwatch.org.uk">enquiries@londontravelwatch.org.uk</a>
<b>On-Line:</b>	<a href="http://www.londontravelwatch.org.uk">www.londontravelwatch.org.uk</a>
<b>Post:</b>	London TravelWatch, 6 Middle Street, London, EC1A 7JA

<b>Greater London Authority</b>	
<b>Phone:</b>	0207 983 4000 (24 hours)
<b>Fax:</b>	0207 983 4057
<b>Minicom:</b>	0207 983 4458
<b>On-Line:</b>	<a href="http://www.london.gov.uk">www.london.gov.uk</a>
<b>E-mail:</b>	<a href="mailto:mayor@london.gov.uk">mayor@london.gov.uk</a>
<b>Post:</b>	Greater London Authority, City Hall, The Queen's Walk, More London, London, SE1 2AA

<b>Local Government Ombudsman</b>	
<b>Phone:</b>	0845 602 1983 (09:00 – 16:30 Mon - Fri)
<b>E-mail:</b>	<a href="http://www.lgo.org.uk/reqinfo.htm">http://www.lgo.org.uk/reqinfo.htm</a>
<b>Post:</b>	Local Government Ombudsman, 10th Floor, Millbank Tower, Millbank, London, SW1P 4QP

<b>Information Commissioner</b>	
<b>Phone:</b>	01625 545745
<b>E-mail:</b>	<a href="http://www.ico.gov.uk/Global/online_enquiries.aspx">http://www.ico.gov.uk/Global/online_enquiries.aspx</a>
<b>Post:</b>	The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**How to Contact Us:**

<b>Surface Transport Customer Services (London Buses)</b>	
<b>Phone:</b>	0845 300 7000 (08:00-20:00 Monday to Friday)
<b>Fax:</b>	0845 600 6241
<b>E-mail:</b>	<a href="mailto:customerservices.buses@tfl.gov.uk">customerservices.buses@tfl.gov.uk</a>
<b>Post:</b>	London Buses Customer Services, 4th floor, Zone G7, Palestra, 197 Blackfriars Road, London SE1 8NJ

<b>Surface Transport Customer Services (London Streets)</b>	
<b>Phone:</b>	0845 305 1234 (24 hours a day)
<b>Fax:</b>	0845 600 6241
<b>E-mail:</b>	<a href="mailto:londonstreets@tfl.gov.uk">londonstreets@tfl.gov.uk</a>
<b>Post:</b>	London Streets Customer Services, 4th floor, Zone G7, Palestra, 197 Blackfriars Road, London SE1 8NJ

<b>Surface Transport Customer Services (Public Carriage Office)</b>	
<b>Phone:</b>	0845 300 7000 (08:00-20:00 Monday to Friday)
<b>Fax:</b>	0845 600 6241
<b>E-mail:</b>	<a href="mailto:coms@pco.org.uk">coms@pco.org.uk</a>
<b>Post:</b>	Surface Transport Customer Services, 4th floor, Zone G7, Palestra, 197 Blackfriars Road, London, SE1 8NJ
<b>General queries (excluding comments or complaints):</b>	<a href="mailto:enquiries@pco.org.uk">enquiries@pco.org.uk</a>
<p>Passengers wishing to submit a comment or complaint to the Public Carriage Office (PCO) about taxi or private hire services in London should use the online form or use the contact details above</p>	

You can also report issues to us via the Help & Contact section on [www.tfl.gov.uk](http://www.tfl.gov.uk)

**Other Useful Contacts**

<b>London Travel Information London Underground</b>	
<b>Phone:</b>	020 7222 1234 (24 hours a day)
<b>Textphone:</b>	020 7918 3015
<b>E-mail:</b>	<a href="mailto:travinfo@tfl.gov.uk">travinfo@tfl.gov.uk</a>

<b>Oyster Customer Service Centre</b>	
<b>Phone:</b>	0845 330 9876 (08:00-20:00 seven days a week)
<b>Post:</b>	Oyster card helpline, 1st Floor, Albany House, 55 Broadway, London SW1H 0BD

<b>London Underground</b>	
<b>Phone:</b>	0845 330 9880 (08:00-20:00, seven days a week)
<b>Post:</b>	Customer Service Centre, London Underground, 55 Broadway, London SW1H 0BD

<b>Congestion Charging</b>	
<b>Phone:</b>	0845 900 1234
<b>International:</b>	+44 20 7649 9122
<b>Textphone:</b>	020 7649 9123 (if you have impaired hearing)
<b>Post:</b>	Congestion Charging, PO Box 2985, Coventry, CV7 8ZR

<b>London River Services</b>	
<b>Phone:</b>	0207 941 2400
<b>On-Line:</b>	<a href="https://www.tfl.gov.uk/tfl/contact/default.asp?type=river">https://www.tfl.gov.uk/tfl/contact/default.asp?type=river</a>

<b>Tramlink</b>	
<b>Phone:</b>	0207 941 2400
<b>On-Line:</b>	<a href="https://www.tfl.gov.uk/tfl/contact/default.asp?type=river">https://www.tfl.gov.uk/tfl/contact/default.asp?type=river</a>

<b>Dial -a- Ride</b>	
<b>Phone:</b>	0845 999 1 999 (9am-4pm, Monday to Friday)
<b>Fax:</b>	020 7027 5801
<b>E-mail:</b>	<a href="mailto:Dar.generalenquiries@tfl.gov.uk">Dar.generalenquiries@tfl.gov.uk</a>
<b>Post:</b>	Dial-a-Ride, Progress House, 5 Mandela Way, London SE1 5SS

<b>Victoria Coach Station</b>	
<b>Phone:</b>	0207 730 3466
<b>Mobility Assistance:</b>	0207 824 0000
<b>On-Line:</b>	<a href="https://www.tfl.gov.uk/tfl/contact/default.asp?type=vcs">https://www.tfl.gov.uk/tfl/contact/default.asp?type=vcs</a>

<b>TfL Customer Relations</b>	
<b>Phone:</b>	020 7222 5600 and ask to be put through to TfL Customer Relations
<b>Fax:</b>	020 7027 9914
<b>E-mail:</b>	<a href="mailto:enquire@tfl.gov.uk">enquire@tfl.gov.uk</a>
<b>Post:</b>	23rd Floor Empress State Building, Empress Approach, London SW6 1TR