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10 August 2017

Andy Mellors
Managing Director
South Western Railway



Dear Andy

Approval of First MTR South Western Trains Limited's (trading as South Western Railway) Complaints Handling Procedure (Condition 6 of your Station Licence and GB Statement of National Regulatory Provisions: Passenger)

Thank you for submitting your Complaints Handling Procedure (CHP) documents for approval. A copy of your approved CHP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your CHP against the 2015 "*Guidance on complaints handling procedures for licence holders*" (the Guidance), and can confirm that your revised CHP meets the requirements of Condition 6 of your station licence and GB Statement of National Regulatory Provisions: Passenger (SNRP).

We welcome your 'Back on Track' scheme, which gives frontline staff the ability to solve a problem on the spot by using tools such as pre-authorisation for compensation, if required.

You have confirmed that where a complaint has not been resolved and your internal procedures have been exhausted, you will provide information on Alternative Dispute Resolution (ADR) to the complainant, in accordance with the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. This information will usually be highlighted to complainants in the second substantive response, when details of Transport Focus and London TravelWatch are also given. We understand that you will identify an approved ADR provider but that you do not plan to make use of this provider and instead complainants will be advised to contact the existing passenger bodies. Where a complainant does contact an ADR provider you have an arrangement in place whereby they will be referred to the relevant passenger body.

This approach appears to discharge the information requirements in the Regulations, however, we will be engaging with RDG and the Department for Transport as to the application of the ADR regulations more generally and this may result in the need to revisit policies in due course. You will continue to be engaged with developing thinking through your representation at RDG.

In line with the requirements of the guidance, licence holders must establish an appeals handling protocol where the passenger bodies (Transport Focus and London TravelWatch) require this. We understand that these protocols have now been finalised and you have confirmed you will abide by them in your handling of appeals.

Finally, we are aware that at the time of approval of your CHP your website was not live. As discussed, we expect the new website to comply with the requirements of the guidance, including having a clear pathway for customers to make a complaint, which is readily identifiable. Please inform us when the new website including the relevant pages on making a complaint, is live.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MC', with a large, sweeping flourish at the end.

Marcus Clements

South Western Railway
Complaints Handling Procedure
How to make a complaint and what you can expect from us

August 2017

Contents

Complaints Handling values	3
How to make a complaint	4
Handling complaints fairly and efficiently	7
What you can expect from us	9
Taking your complaint further	11
Your privacy and the Data Protection Act	12

Accessible versions of this document

If you'd like this document in an accessible format, please get in touch with us. Our Customer Relations Team contact details are on the last page of this document.

This document will be available online at www.southwesternrailway.com

This document details our approach to handling complaints; we always aim to provide you with the best possible service but we understand that there are times when you may need to contact us to discuss an issue.

The National Rail Conditions of Travel also detail your entitlements if the service is not to the standard expected (these are available from any staffed station, our customer services team or online at [here](#)).

At South Western Railway (SWR) we use the Office of Rail and Road's (ORR) definition of a complaint as:

'Any expression of dissatisfaction by a customer, or potential customer about service delivery or company or industry policy'

Complaints Handling Values

Feedback Mechanism and Response

- We want to hear from you, through this document, our continually improving contact mechanisms are detailed and we always welcome suggestions for how we can improve.

People, Processes and Structure

- 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 positive customer journeys.

Organisational Culture

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

How to make a complaint

If you're unhappy with any aspect of our service, there are several ways you can tell us.

Talk to our staff at the station or on the train

We train our staff to handle complaints fairly and efficiently, and to solve any problems there and then, if they can, and we provide a number of tools to enable this to happen.

If you want your complaint to be formally recorded, or it involves a member of SWR staff and will require investigation into what happened, we will either provide one of our complaint forms or the contact details for our Customer Relations Team. Forms are available at all South Western Railway staffed stations and Customer Relations contact information is available from all SWR staff.

Get in touch with our Customer Relations Team

If you don't tell our staff straight away, you can get in touch with our Customer Relations Team, between 0600 and 2200 every day, except Christmas Day, and outside of these hours a recorded message will advise when the centre will be open. They'll be happy to help with your complaint. Here's how to contact them.

Web: www.southwesternrailway.com
Tweet: @SW_help
Call: 0845 600 0650
Write to: Freepost SWR CUSTOMER RELATIONS

In addition, complaints forms are available at all staffed stations where our train services call. Once completed please post to the address provided. Just ask a member of staff and they'll be happy to give you a copy.

Our Customer Relations Team's contact details can also be found on all of our major publications, prominently displayed at our stations, website and via our Facebook page or our Twitter feed.

Get in touch with our Social Media team

We understand the need to get your questions answered as soon as possible, to enable you to get in touch with us, when best suits you, our Social Media team are online 24 hours a day. They'll be happy to help with your queries and where further investigation is needed they can pass your complaint onto our Customer Relations Team or can give you the contact if you prefer to speak direct. Here's how to contact them.

Twitter: @SW_help

Facebook: www.facebook.com/SWRailway

We won't discuss complaints about our staff on Facebook or Twitter. Any post that identifies a member of staff will be removed and the complaint acknowledged and passed to our Customer Relations Team to investigate and respond. We will let you know that your complaint has been passed on via the communications method used in the original contact.

Our customer facing staff and social media team will do their best to resolve issues however they can also direct you to the channels for making a formal complaint, they are also able to escalate a contact into a formal complaint where it is deemed as necessary. Staff are trained to recognise expressions of dissatisfaction and when it is necessary to make a formal complaint, we will direct them to our dedicated Customer Service Centre via our website or through email.

Meet our managers

We want to get to know our customers so we can shape a service that best matches your needs. We hold regular sessions where you can talk to our senior managers and directors about our service, have the opportunity to ask questions and raise issues or complaints in person. Details of these will be promoted on our social media feeds or our Customer Relations Team will be able to supply you with details.

We will be launching a web-based customer forum which is accessible 24 hours a day to enable customers to have their say at a time that suits them, on a range of topics including but not limited to service quality, pricing, website or app feedback. Responses will be gathered and used in our business planning process. This forum is not monitored in real time, please use one of our other contact channels to reach a staff member. In addition to this, we will also be facilitating an Accessibility Forum which will meet 3 times a year to enable us to better understand the needs and opinions of customers who may have differing requirements when travelling with us. Information on how to join these forums is available through our Customer Relations Team or on our website at www.southwesternrailway.com

Making a complaint - what to include

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:

- The time and date of your journeys.
- A detailed description of the series of events that took place.
- The stations you travelled to and from.
- Copies of your tickets and any other documents that might help, this is not essential but where possible can help us identify trains or staff involved.
- Any additional information that you feel will help us investigate the complaint.

Helping you make a complaint

You can ask a friend, family member, guardian, support worker or carer to make a complaint on your behalf although we will need your permission for us to deal with another person before we discuss the complaint. This does not apply if you are the parent or guardian of a child aged 16 or under.

We will accept complaints made by an intermediary organisation on your behalf, to be able to do this we will require explicit consent from you that the third party has the right to act on your behalf.

Giving you the best service we can

We want every experience you have with us to be an easy one so we work hard to give you a great service every time. But we know sometimes things go wrong. If they do, we want to hear about it so we can make it right, and stop it happening again.

If you do want to complain, we want to make it as easy as possible for you. We would prefer that you don't have a reason to be unhappy, here are some of the things we do to make that happen:

- We make sure you can find the information you want quickly and easily.
- We give our people the information, tools and training they need to answer your questions and resolve any problem on the spot.
- We're always looking for ways to improve our service, and working with our people and processes to make them a reality. To prove this commitment, we will produce a twice yearly Customer Report which will be available on our website or through our Customer Relations Team.

- We will be launching a scheme called Back on Track at the start of 2018. This gives our staff the ability to solve a problem on the spot (where appropriate), removing the need for you to get in touch after your journey.

We want to hear from you. If you tell us what went wrong, we can do our best to make sure it doesn't happen again.

Handling complaints fairly and efficiently

Our complaint handling process not only makes it easy for you to tell us you're unhappy, but helps us to put things right for you as quickly and fairly as we can. Here's how:

- We write everything clearly and in plain English so there's no room for confusion.
- We investigate every complaint fully and fairly, steps of investigation will vary based on the complaint but we commit to use available tools such as internal records, industry data, CCTV and staff interviews to investigate complaints where required.
- We keep your details confidential full details of our privacy policy are available on our website.
- We address every point you raise with us so you get a full reply.
- We do everything we can to put things right for you first time.
- We monitor and audit our responses to make sure they're of a high standard.
- Our managers get regular updates about the complaints so we can make changes where we need to.
- We review our Complaints Handling Procedure every year to make sure it's effective.
- Dealing with volumes of complaints – we are aware that at times there will be increases in customer contacts as such we work to ensure there are always enough staff to respond to your complaint within our timescales.

As a guide, the following shows the steps that we take when investigating a complaint:

- **Analyse** your complaint, to make sure we identify all the elements in it and any facts to be checked.

- **Evidence gathering**, we will look at service records, and compare what you experienced with what our policies promise you should experience - if we need more information from you, we will ask for it.
- **Investigation**: Corroboration and analysis: an objective review of all the evidence including talking to any staff involved.
- **Sum** all this up to compare what happened to you with what should have happened.
- **Understand** the reasons why it happened, so that we can explain it to you.
- **Respond**: Send you a response which as far as possible resolves your complaint in full.

When a third party's involved

If your complaint involves another rail company or Network Rail, we'll send your complaint to them and ask them to get in touch and we will let you know when we've done that. Claims for delayed trains (if travelling on a South Western Railway service) will be dealt with by us regardless of who was responsible for the delay.

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 co-ordinated response.

We work with a number of third parties to deliver different aspects of our service safely, for instance catering contractors and cleaning providers. If your complaint involves one of those parties, you won't need to contact them directly. We will deal with your complaint as the contractor works on our behalf.

Penalty Fare/Unpaid Fares Notice/Ticket Irregularity Report

If your complaint relates to the issuing of a Penalty Fare, Unpaid Fares Notice or a Ticket Irregularity Report that has been filed and you want to make an appeal you should do so within 21 days of receiving the notice.

Where your appeal is handled by a third party, we are informed of relevant details to help reach a satisfactory solution for you, the independent appeals process does remain impartial.

Appeals can be made in writing to;
 The Independent Appeals Service,
 PO BOX 212,
 Petersfield
 GU32 9BQ

Full details of our Revenue Protection Policy can be viewed on our website www.southwesternrailway.com.

Complaints about ticket sales will be dealt with if you bought your ticket from a South Western Railway sales point (booking office, ticket machine, staff member, website or app). Tickets bought from third party retailers should be directed to the retailer.

Claiming for losses, personal injury or property damage

If you need to claim for losses, property damage or personal injury, please write to or email our Customer Relations Team. Please also make our staff aware straightaway of any injury or damage to property you sustain whilst travelling on our trains or 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 they will aim to resolve your complaint personally, however there are times when they may need to pass your details onto our claim handlers. If this is the case they will ensure that this is done and inform you of the status of your case.

What you can expect from us

Complaints Service Standards

When you contact our Customer Relations Team we'll always acknowledge receipt of your complaint, you will be given a reference for your complaint.

If we need to check any specifics before we reply or carry out a more detailed investigation, we will contact you within 20 working days and will close 95% of cases within 20 working days. We always let you know if we need more time to respond and will keep you up to date.

If the number of complaints we get goes up unexpectedly and we are taking longer than expected to respond, we'll let you know and will keep you updated. We will ensure that our website advises of this, we will also inform relevant industry partners including Transport Focus and London TravelWatch.

We will be working to improve our response times to complaints and will be setting new commitments to delivering service from April 2018.

We will report on the average time it takes us to reply and include this in our Customer Report, as well as regularly reporting our performance to the ORR, we shall also report where required to Transport Focus and London TravelWatch.

We will ensure that all outstanding concerns have been addressed when corresponding with a customer at the point of resolution.

Where a complaint relates to a delay, we will ensure that we provide details of compensation arrangements and how to claim.

Staff complaints

Complaints made about South Western Railway staff members will be recorded onto our Customer Relations Management database and forwarded to the relevant line manager to allow a full investigation to take place. We respect our colleagues right to confidentiality, we will be unable to share the details of any corrective action taken relating to individual staff members that may, or may not, have taken place as a result of the complaint made. We do commit to fully investigating feedback that we receive and acting as appropriate.

We'll pay compensation when it's due

Initially we will continue to operate the charter delay scheme where compensation levels are determined by the performance of service groups around the network. We will be moving to the Delay Repay Scheme, initially for delays over 30 minutes then moving to a compensation scheme for delays over 15 minutes, later in the franchise. Under these schemes, compensation payments are clearer and often the process of attaining compensation when the punctuality has not been what was expected is easier.

Dependant on the nature of your complaint, we may offer you a one off gesture of goodwill as compensation where appropriate.

Complaint Management

We reserve the right to terminate any correspondence or communication that could be construed as abusive or bullying in content, voluminous, frivolous or vexatious, or which specifically diverts resources and affects the Customer Relations area of the operation. This is a decision that we take very seriously and prior to taking it, your case will be reviewed by a senior manager and we will always consult with Transport Focus or London TravelWatch before making any such decision. We will advise you in writing of the reasons behind the decision. This will not affect your right to appeal to Transport Focus or London TravelWatch and we will provide their details at the time the decision is made.

Training

All customer facing South Western Railway staff receive training in how to identify and resolve customer complaints. An ability and empathy to do so also forms part of our recruitment process and is embedded into the customer focused culture of the business. We believe that where possible a customer query is best dealt with in real time, to this effect we are committed to empowering our staff to best handle customer queries. A roll out of new mobile devices along with our custom business applications allow staff access to up to date train running and connection information. We will also be rolling out a 'Back On Track' system which allows our staff to best resolve a customer issue face to face, enabling journeys to be carried out as satisfactorily as possible.

We commit to ensuring all South Western Railway staff, including any staff working on our behalf, are aware of our Complaints Handling Procedure and know how to direct complaints to the Customer Relations Team. Our Social Media team are trained to acknowledge when a customer alludes to wishing to make a complaint, and have a full understanding of where to direct the customer.

Our Customer Relations Teams receive extensive training regarding how to identify a complaint, how to ensure each issue raised with us within that complaint is accurately recorded on our Customer Relationship Management system and how to resolve the complaint to the customer's satisfaction.

Quality assurance

We regularly monitor our Complaints Handling Process to make sure it is as effective as possible and adheres to the standards and commitments we have made to our customers.

All calls to our Customer Relations Team are recorded and monitored to make sure we are dealing with complaints in the best way possible.

The Customer Experience team reviews a sample of both calls and correspondence sent to our Customer Relations Team.

Each Customer Support advisor has their work monitored against a Quality Assurance framework to make sure our high standards are maintained. When appropriate additional training and coaching is provided.

We also survey passengers who have used our Customer Relations service to see how satisfied they were with the process, and outcome of their complaint.

Taking your complaint further

If you're unhappy with our first reply, we'll look at your complaint again for you. We'll also make sure a manager reviews both your complaint and our initial response to make sure any mistakes are spotted. This process will be carried out as quickly as possible, you will usually be contacted by one of our Contact Centre team (in writing) to relay the findings of our further investigation. Escalating your complaint with us does not prevent you from also involving relevant passenger bodies as detailed below;

Transport Focus and London TravelWatch (lines operated within the Transport for London [TfL] boundaries) act as a voice of rail passengers, we consult with both on our complaint handling procedures. Should you wish to escalate your complaint externally to the business, you can contact them to review your complaint and its handling. They can give you an independent opinion on your case and make representation on your behalf where appropriate. We aim to

respond to all correspondence from them within 10 working days are committed to working with Transport Focus and London TravelWatch, abiding by the appeals handling protocol.

During our second substantive response to your complaint we will provide Transport Focus' and London TravelWatch's contact details in our correspondence. Here's how to contact them.



Transport Focus:
Email:
Tel:
Twitter:

www.transportfocus.org.uk
advice@transportfocus.org.uk
0300 123 2350
@TransportFocus

Transport Focus
Freepost RTEH-XAGE-BYKZ
PO Box 5594
Southend On Sea, SS1 9PZ

London TravelWatch
169
Union Street
London
SE1 0LL

0203 1762 999
enquiries@londontravelwatch.org.uk
www.londontravelwatch.org.uk



Alternative Dispute Resolution

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulation 2015 requires us to advise you of an 'Alternative Dispute Resolution' (ADR) organisation in the event we cannot settle your complaint. In our case The Consumer Ombudsman (www.consumer-ombudsman.org) is the most relevant approved ADR provider. However, as Transport Focus and London TravelWatch already provide a mediation service for customers in the rail industry, we do not routinely make use of the Consumer Ombudsman. Should any correspondence be sent to the Consumer Ombudsman, they will contact us and we will consider on a case by case basis whether to progress the complaint direct with them, or seek to redirect the complainant to Transport Focus or where applicable London TravelWatch.

Your privacy and the Data Protection Act

Keeping your details secure is a priority for us and we will follow the procedures set out in our Privacy Policy [HERE](#).

- The ORR and RDG might use your information for research purposes – for example, they may contact you to find out more about why you complained and how your complaint was handled – but you can opt out of this if you want to.
- When you contact us, we store your personal details on our dedicated and secure systems.

- We're committed to comply with Data Protection laws and to protecting any personal data we hold on our systems.
- We train all of our staff in how to follow the relevant Data Protection law, and we review our processes regularly to make sure they're in line with the act.
- All correspondence sent to our Customer Relations Team is stored electronically on our Customer Relationship Management system (CRM). Any paper mail is scanned onto the CRM and the original held in storage for 6 months before being securely destroyed.

If we don't hear from you for 3 years, we will securely and permanently delete any personal details in relation to your complaint we have for you on our Customer Relationship Management system.

How we deal with complaints and complaints data

Improving our service

We understand that the needs of the customers and communities which we serve change from time to time. We want to ensure that we respond to that change to exceed your expectations, and our own high standards.

When we receive your views, we record the good and bad elements and share these accordingly, whilst we are aware of the need to improve and to use customer feedback to develop the service provided, it is also right to recognise our colleagues who are performing to a high standard. We use positive feedback to share best practice and improve the services we offer.

The reports help us work out where we can improve, and what changes we need to make to give our customers a great service. That's why we're always happy to hear from you.

We will:

- Use the complaint data to identify the root causes of complaints.
- Take action to reduce the chance of a similar issue happening again.
- Regularly review our performance when dealing with complaints to improve how we deal with them.

We will also provide data to the ORR on the number of comments and complaints we receive and how quickly we deal with them.

Governance, Policy and Leadership

Our Managing Director looks after an executive team of directors who are responsible for different areas of the company. Complaints sits under the Customer Experience directorate, under the Customer Experience Director. By February 2018 the following reporting structure will be in operation. Information about our overall complaint levels and topics are fed monthly into the Customer Experience Review Group which is chaired by our Head of Customer Services, the outcomes of the review group along with information about our complaints are then fed into a Customer Experience Strategy Group, directors of the franchise will use the information when planning the future of the business. Trend analysis of complaints will allow the executive team to develop our business strategy around areas identified for improvement and satisfaction.

Recording complaints

All complaints, are recorded on our Customer Relationship Management (CRM) system. This data is collated centrally and used to generate a number of daily, weekly and monthly reports that are passed to the managers responsible for that area of the business so trends can be identified and problems resolved.

Each time a customer contacts us is important and we value feedback on the service we have provided, complaints feed into an internal continuous improvement process which seeks to identify the underlying causes of customer dissatisfaction.

South Western Railway complaint data is also shared with the ORR on a periodic basis. We are committed to industry standard data reporting and we meet the requirements of the ORR's core data reporting.

Record keeping

All complaints are recorded along with general information that helps us identify areas of improvement. They include:

- Journey information such as where the journey began and ended.
- The date of travel.
- The class of travel.
- The type of ticket held.
- The date of the journey.
- The name of the advisor who dealt with the complaint.
- The date we received the complaint, and the date we responded.

Get in touch

We want to ensure that it is easy as possible to get in touch, we have a wide range of contact options:

Use our online form at www.southwesternrailway.com

Twitter: @SW_help

Facebook: Facebook.com/SWRailway

Contact Centre: 0845 600 0650

Lost Property: 0207 401 7861

Post: Freepost SWR CUSTOMER RELATIONS

Or

South Western Railway

Overline House

Southampton

SO15 1GW