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21 September 2016

David Gibson  
Managing Director  
DB Regio Tyne and Wear

Dear David

**Approval of DB Regio Tyne and Wear Limited (Trading as Tyne and Wear Metro) Complaints Handling Procedure (Condition 6 of the Station Licence and Passenger Train Licence)**

Thank you for submitting your draft Complaints Handling Procedure (CHP) for approval. A copy of your revised 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 passenger train licence. We also sought views on your draft CHP from Transport Focus.

We welcome the following, which we believe is likely to be positive for passengers:

- Your commitment to respond to 95% of web and email complaints in 5 working days and to respond to 95% of telephone, written and fax complaints within 10 working days. This is more challenging than the minimum regulatory target of responding to 95% of complaints within 20 working days; and
- Your commitment to ensure that, where possible, the same member of staff handles a complaint from start to finish.

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 are also given. We understand that you will identify an approved ADR provider (in this case Ombudsman Services, trading as the Consumer Ombudsman) 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 Ombudsman Services 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, please note we will be engaging with ATOC 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.

In the case of Tyne and Wear metro the relevant passenger body is Transport Focus. In line with the requirements of the guidance, licence holders must establish an appeals handling protocol where the passenger bodies require this. These protocols have now been finalised and we expect licence holders to abide by them in their handling of appeals.

Yours sincerely,



**Annette Egginton**



# Customer Complaint Procedure



September 2016



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## Introduction

DB Regio Tyne and Wear Ltd has been appointed to operate the trains and stations on behalf of Nexus, which owns, manages and is modernising the Tyne and Wear Metro (excluding Sunderland station which is managed by Northern Rail. Please see their website for more information at [northernrailway.co.uk](http://northernrailway.co.uk)).

We are committed to providing a high quality and value for money service, making sure customers are at the heart of everything we do. Sometimes, however, we don't get things right; therefore it's important that we encourage customer feedback to help us identify what we need to do better.

We have designed this customer facing document to give customers the information they need to make a complaint. We also have a Customer Complaints Handling Procedure which details the policy around complaints and the way they are dealt with.

Printed copies of both documents are available from Metro Customer Relations or can be viewed online at [nexus.org.uk/metro](http://nexus.org.uk/metro). Details on how to contact Metro can be found on page 9.

If you would like information we provide in audio, large print, braille or in another language, please let us know.

## Complaints: What they are and who can make them

### **What is a complaint?**

Metro considers a complaint as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. If you express dissatisfaction when contacting Metro, we will recognise this as a complaint and not general feedback.

### **Who can make a complaint?**

We welcome the views from all our customers. Anyone can make a complaint to Metro.

## What can I complaint about?



## What's needed to make a complaint?

### What information do I need to include in my complaint?

When complaining, please tell us:

- Your full name, address and telephone number.
- Your email address.
- How you would like to be contacted, for example, telephone, letter, email.

- A copy of your season ticket or your original Metro ticket. Only required if you are claiming a refund because the train you were on, or the train you were waiting for was delayed by more than 15 minutes than was advertised.
- If your complaint refers to a particular incident please provide the date, time, location and details of your journey ie where you were travelling from and to.
- If your complaint refers to an incident on a particular train, include the train or carriage number (if known). The train number is shown externally on the windscreen at the front and rear of the train. The carriage number is shown inside of the train at the front and rear next to the drivers cab and on the outside side of the train at the front and rear.
- If your complaint relates to a ticket machine at a station, please make a note of the machine number (displayed on the screen at the top right hand side); remember to include the station name, time and date.
- Tell us as much as you can about the complaint, what has gone wrong and how we can resolve your complaint satisfactorily.

### **Can someone help me make a complaint?**

If you are unable, or are unsure how to make a complaint, a friend, relative or advocate can contact Metro on your behalf as long as you have said they can do this for you. We will reply back to the person who is acting on your behalf.

### **How long do I have to make a complaint and claim a refund?**

It's easier for us to investigate a complaint if you contact us with the necessary information as soon as you can.

If you wish to claim a refund because you were delayed by having to wait more than 15 minutes than advertised for a train, or the train you were travelling on was delayed by more than 15 minutes, your claim must be submitted within 28 days of the incident date. We will endeavour to let customers know when services are disrupted by more than 15 minutes than advertised. This information will be displayed via social media; through announcements made at stations; and via email alerts for those customers who have signed up. Please refer to the Metro Passenger Charter for more information available at [nexus.org.uk/metro/guide-metro/passenger-charter](https://nexus.org.uk/metro/guide-metro/passenger-charter) or by contacting Customer Relations.

This section refers to our general policy regarding compensation where your Metro train is delayed or cancelled. Nothing in this section, or anywhere else in our Customer Complaint Procedure limits or excludes any legal rights you may have as a consumer under the Consumer Rights Act 2015, or otherwise.

## Who do I contact to make my complaint?

To make a complaint contact us with the details through one of these channels:



Speak to one of our Customer Service Advisors, who you might see at stations or on trains. The member of staff will try to assist you and hopefully resolve your complaint at that time. If the member of staff is unable to help resolve your complaint they will tell you what to do next.



Visit the Metro page on the Nexus website at [nexus.org.uk/metro](https://nexus.org.uk/metro) and complete the online contact form. We will also make available a 'frequently asked questions' page which may be useful to some customers.



Email us at [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk)



Telephone 0191 203 3199 (Open 9.00am – 5.00pm Monday to Friday, except bank holidays. An answerphone service is available outside of these times and during busy periods).



Send a fax to 0191 203 3319



Write to:  
Customer Relations  
Tyne and Wear Metro  
Metro Control Centre  
South Gosforth  
Newcastle upon Tyne  
NE3 1YT



In person at:  
Metro Control Centre Reception  
Station Road  
South Gosforth  
Newcastle upon Tyne  
NE3 1YT  
(Open 9.00am – 5.00pm Monday to Friday, except on bank holidays).



Complete a pre-printed customer feedback form (available from Nexus TravelShops, Customer Service Advisors and the Metro Customer Relations team).

## **Is there another way I can feedback to Metro?**

We are very keen to hear what you have to say and have made sure we have alternative methods in place for customers to feedback to Metro:

- **Twitter and Facebook** – we will try our very best to reply to posts and make sure your concerns are forwarded to the relevant manager for action. However, we don't handle formal complaints on Facebook and Twitter. The social media team will therefore identify a potential complaint as an expression of dissatisfaction and ask that you forward any formal complaint to the Customer Relations team for investigation so they can record your complaint and respond direct to you. More information can be found in Metro's social media policy at [nexus.org.uk/metro](https://nexus.org.uk/metro)
- **Meet the Manager** – we hold four sessions at different stations throughout the year where customers can come to discuss particular topics and put questions about the service to Metro managers face to face. We also run four online versions of these sessions on social media throughout the year. Each session is advertised on the Nexus website and on our social media channels a week in advance. The questions and answers are published online following each session. Please contact Customer Relations for more information.

## **What happens after I have complained?**

A member of the Customer Relations team will investigate your complaint fully and fairly and will do their best to address all of the points you have raised in their reply back to you.

We will offer refunds when appropriate as set out in the Metro Passenger Charter and in line with our Conditions of Carriage (copies of both documents are available at a Nexus TravelShops or at [nexus.org.uk/metro](https://nexus.org.uk/metro)). When replying to you we will enclose a cheque to the value of the single journey delayed. If you would prefer payment in cash, please inform us and we can organise a payment for collection from Reception at South Gosforth station. In line with the Consumer Rights Act 2015, if you have paid for your ticket by Credit/Debit Card and Metro is at fault for a delayed journey of more than 15 minutes than advertised, if preferred, we will refund the cost of that single journey back to your Credit/Debit Card. For more information please visit [www.nexus.org.uk/metro/howtomakeacomplaint](https://www.nexus.org.uk/metro/howtomakeacomplaint) or contact Metro Customer Relations on 0191203 3199.

If a complaint refers to more than one train operator or relates to a third party we will forward your details and tell you which company will reply. If you'd rather we didn't pass on your contact details or complaint, please let us know.

## Will Metro listen to the points I have raised?

It is important for us to recognise when things have gone wrong so that we can take the necessary action to make improvements to our services. The Customer Relations team will formally record and forward all concerns you have raised to the relevant manager for investigation. Every four weeks, the Customer Relations Manager will identify trends and report to the Customer Service Director who will address any action required with Metro's Senior Management team. This will ensure that we continue to provide remedies where we can so our services can be improved.

## Timescales for a response



- **Emails**  
We aim to respond to 95% of emails within five working days of receipt, whether it is sent directly to us, or via our website.
- **Written correspondence**  
We aim to respond to 95% of written correspondence within ten working days of receipt, whether it is a written letter, in person, fax or a pre-printed Customer Feedback Form.
- **Telephone calls**  
We will make every effort to answer telephone calls as quickly as possible, but there may be times when this is not possible for example, during times of major service disruption. If you were unable to speak to a member of the Customer Relations team and you left a message on the answerphone service, we will return

your call within 24 hours (between 9.00am – 5.00pm Monday to Friday, excluding bank holidays). We aim to respond to 95% of complaints received by telephone within ten working days.

### **Will you keep me informed?**

We will try our best to reply to you within our response time targets. If we are unable to, because your complaint requires a more detailed investigation, we will let you know.

There may be times when we receive large volumes of customer contact due to unforeseen problems and therefore unable to meet our response time targets. In this case we will inform the Office of Rail and Road (ORR) and Transport Focus (an independent body set up by the Government to protect the interests of rail users). We will also put a message on our website explaining the reason why we have been unable to respond to you within advertised standards and what plans we have in place to ensure the time it takes us to reply is kept to the absolute minimum.

### **What happens if I'm not happy with Metro's reply?**

If you are unhappy with our initial reply, you can contact us again or you can contact Transport Focus. Transport Focus is an independent body set up by the Government to protect the interests of rail users. Please find their contact details below.

If you contact Metro direct, a manager will review your case and investigate your complaint again. We will reply with our findings which will include the name and position of the manager involved in the investigation and contact details for Transport Focus if you remain unhappy with our reply.

### **Transport Focus contact details**

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

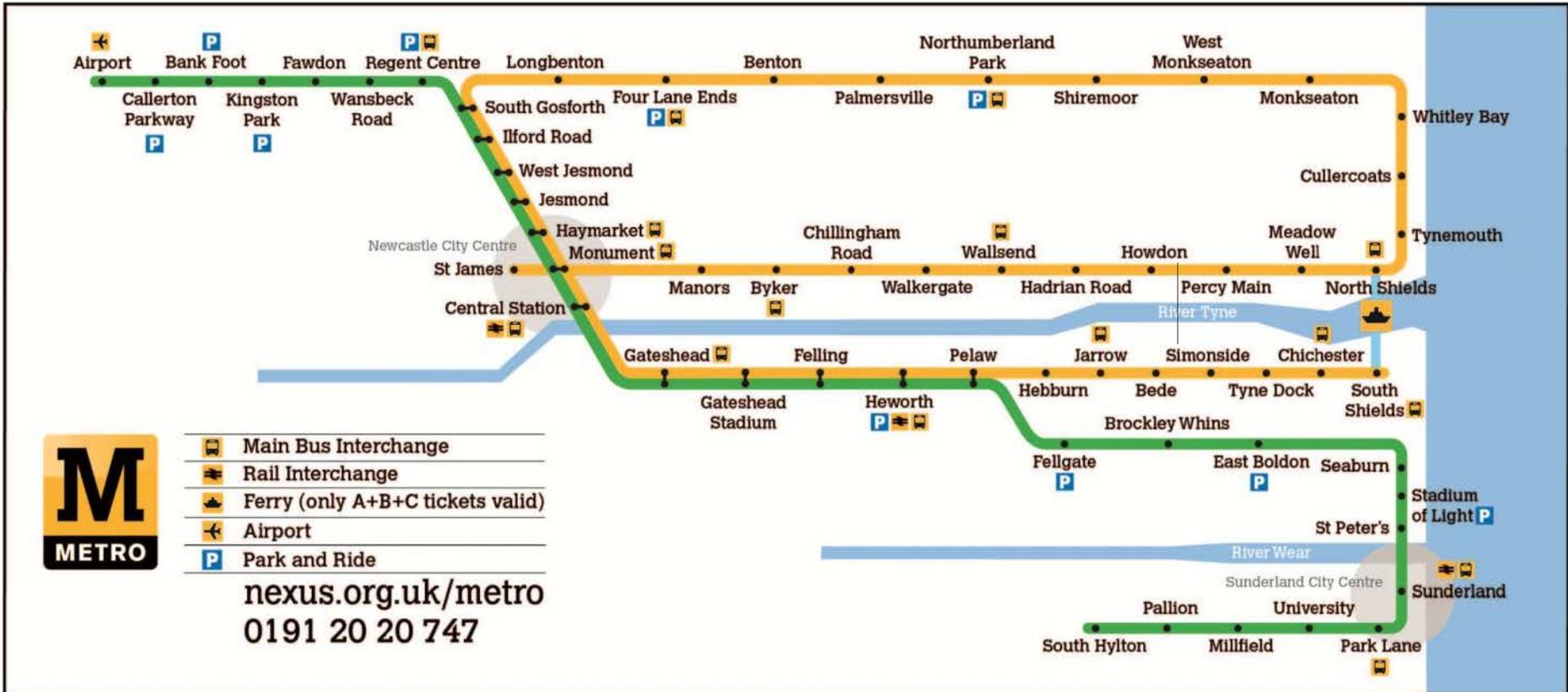
Email: [advice@transportfocus.org.uk](mailto:advice@transportfocus.org.uk)

Tel: 0300 123 2350

Twitter: @TransportFocus

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

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 ([consumer-ombudsman.org](http://consumer-ombudsman.org)). However, as Transport Focus already provide 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.



# Complaints Handling Procedure



September 2016



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## Introduction

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We are committed to providing a high quality and value for money service, making sure customers are at the heart of everything we do. Sometimes however we don't get things right, therefore it's important that we encourage customer feedback to help us identify what we need to do better.

This document details the policies and processes we have in place to help us take the corrective action required to make improvements to our services.

### **Promoting awareness**

Here at Metro we believe in actively encouraging our customers to provide feedback when things go wrong, to help us make the changes necessary to improve service delivery. We will ensure that details about how to make a complaint are detailed in the following areas:

- Metro Passenger Charter posters at every station
- Metro Passenger Charter booklet
- Conditions of Carriage
- The Nexus website
- Metro social media pages

Freepost Metro Customer Feedback Forms are also available from:

- Customer Service Advisors, deployed at stations and when they are travelling on trains
- Nexus TravelShops
- Customer Relations, based at South Gosforth Control Centre

### **Ownership of complaints**

If we receive a complaint or claim referring to another operator's service such as Network Rail, Nexus or other agencies, Metro will acknowledge receipt of the correspondence and forward details to the appropriate party (with the customer's permission), within five full working days of receipt. In the acknowledgement we will confirm who the correct party is and their contact details. Should the complaint involve us as well as another operator(s) then we will make best endeavours to co-ordinate the responses.

Where the complaint concerns one of our third party suppliers (for example cleaning, replacement bus, car park providers), we will request the supplier to investigate the complaint and on receipt of their feedback Metro will provide a response.

## **Easily accessible to all**

To make sure customers understand how to make a complaint, we have created a customer version of the Complaints Handling Procedure. 'Customer Complaint Procedure' clearly details who to contact and the information we require to manage complaint feedback effectively.

To assist in the effective management of customer complaints, Metro provides various access routes to receive and to encourage customer feedback:

- Customer Service Advisors deployed at stations and on trains who will receive training to receive and pass on complaints that require a response from the Customer Relations team.
- Nexus website at [nexus.org.uk/Public/ContactUs](https://nexus.org.uk/Public/ContactUs). To make it easier for customers to contact Customer Relations via the website we have introduced 'two click' navigation from the Metro home page. A link to service standards can be found at [nexus.org.uk/metro/guide-metro/passenger-charter](https://nexus.org.uk/metro/guide-metro/passenger-charter).
- Direct email address for Customer Relations [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk).
- Direct telephone number for Customer Relations 0191 203 3199.
- Fax to contact 0191 203 3319.
- Freepost address: Customer Relations, Freepost RSRE-LZCB-LTUE, DB Regio Tyne & Wear Ltd, Metro Control Centre, South Gosforth Station, Station Road, Newcastle, NE3 1YT.
- Trained Customer Relations staff at the Metro Control Reception.
- Pre-printed, freepost Customer Feedback Forms (available from Nexus TravelShops, Customer Service Advisors and Metro Customer Relations team).

The current Nexus website aims to comply with all of the Guidelines for UK government websites, as well as all the priority 1 and 2 checkpoints to achieve compliance with the Worldwide Web Consortiums (W3C) Web Content Accessibility Guidelines (WCAG) 1.0, Level AA, and to maintain this standard as a minimum. Further information can be found at [nexus.org.uk/website-policies/accessibility-policy](https://nexus.org.uk/website-policies/accessibility-policy) .

## **Social Media**

We will monitor social media each day from 6.30am to 9.30pm and endeavour to reply to all questions and comments requiring a response. Social media channels are used to provide customers with service updates and should not be used to make formal complaints. All complaints should be submitted centrally to Metro Customer Relations to ensure comments are recorded formally. For more information refer to our social media policy at [nexus.org.uk/metro](https://nexus.org.uk/metro) or contact Customer Relations.

## **Respecting equality and diversity**

All frontline staff are provided with disability awareness training which covers how they can support passengers with visual and/or hearing impairments, learning difficulty and/or physical impairments while they are travelling on Metro. Our customer service staff training includes recognising those temporarily disabled through illness, injury or surgery.

We also consider unseen disabilities and how this affects passenger's interaction with staff while travelling.

We work with stakeholders such as Eye Wish, a Community Interest Company, which delivers training to support visually impaired customers.

Basic sign language is delivered to frontline staff and supplemented with the British Sign Language leaflet that is available to staff on mobile phones.

If a customer is unable to make a complaint, a friend, relative or support worker can act as advocate as long as they have been given permission to do so by the customer. We will reply back to the person who is acting on the customer's behalf.

If a customer requires service or complaint process information in another format such as audio, large print, braille or a specific language, this can be organised upon request.

## **Respecting complaint confidentiality**

We will adhere to the Data Protection Act 1988 to ensure that customer confidentiality is protected and will not divulge confidential information to third parties unless we have the customer's consent.

To assist in our continual drive to improve customer service, a Nexus representative may contact customers to carry out a short questionnaire relating to the quality of our response to their communication. If a customer would prefer not to be contacted for the survey they can opt out through the online form, Customer Feedback Form or by telephoning Customer Relations on 0191 203 3199.

Our Privacy Policy is published on the Nexus website at [nexus.org.uk/metro](https://nexus.org.uk/metro) and is available from the Customer Relations team. This policy details what information we hold and how it is collected. It also details our commitment to the security of data held and how it is used.

## **Organisational structure and people**

All complaints are managed locally in-house by the Metro Customer Relations team based at our offices in South Gosforth, Newcastle upon Tyne. The Customer Relations team is long established, with a wealth of knowledge in the transport industry and local area. Working within the Control Centre allows access to the relevant personnel and departments best placed to assist in complaint investigations.

During the recruitment process, we look for candidates who are naturally engaging with proven customer service experience. The interview is competency based and requires candidates to give a number of examples in relation to communication and incidents of providing good customer service.

For our front line teams, we also hold assessment days which test candidate's responses when faced with a difficult situation or scenario, for example an irate passenger.

## **Training and development**

Training is provided in-house and details a range of customer, IT performance management systems and written processes. After completing induction training, new members of the Customer Relations team are assigned supportive buddies who possess the appropriate experience, knowledge, skills and abilities necessary for the delivery of outstanding complaint handling. If the Customer Relations Manager identifies specific training needs, refresher training will be fulfilled by our dedicated Learning and Development team.

## **Processes and protocols**

If a customer expresses any form of dissatisfaction in their communication, we will recognise this as a complaint and not general feedback.

We like to 'own' complaints. This means one member of the Customer Relations team will be responsible for receipt, investigating and responding to the customer. The staff member's name and contact details will be included in their response to ensure customers always have a point of contact if there is a requirement to discuss the outcome of your complaint further. In times of absence, it may be necessary to assign a customer's case to another team member to ensure a timely response.

Metro manages customer contact effectively using a Customer Relationship Management system (CRM) to record and process correspondence. Each customer has a designated profile which details the personal information a customer has previously offered. When a complaint is made, a case is created from the personal profile and a unique reference number is assigned. If a customer wishes to discuss a particular case, they can obtain this unique reference from the top right hand side of our letter starting with the prefix DBR or from the subject box if we replied by email.

If a customer’s complaint raises a number of issues, CRM enables us to capture and categorise each point. This enables robust analysis to assist in the identification of service improvements.

We will always tailor our response to the points a customer has raised in their complaint and we will never send a standard reply in these instances. We will however generate standard responses to customers who have submitted a claim in line with Metro’s Passenger Charter but have not raised other complaints.

If a customer contacts Metro by email or in writing, we will attach their original correspondence to the case. If a customer contacts us in person or by telephone, we will manually enter the details of their complaint onto the case. Electronic information is kept for a minimum of three years and archived until April 2017. Hard copies are disposed of confidentially after one year.

### **Complaint handling quality controls**

We have a number of quality controls in place to ensure effective complaints handling. These are:

Daily	<p>Customer Relations Manager:</p> <ul style="list-style-type: none"> <li>• copied into Customer Relations email replies to check 70% quality of response,</li> <li>• monitors telephone calls by listening in, and</li> <li>• monitors response timescales and outstanding complaints.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>• Customer Relations Manager quality samples 10 written replies.</li> </ul>
Four weekly	<ul style="list-style-type: none"> <li>• Nexus carries out customer surveys to measure complaint handling satisfaction (50% of contacts). Results provided to Customer Relations Manager who carries out analysis to identify failures and appropriate action.</li> </ul>

### **Driving service improvements**

Handling complaints effectively is an important part of our business. We don’t believe that complaints are the sole responsibility of the Customer Relations team and will ensure that everyone at Metro contributes.

This will ensure:

1. We listen to what customers have to say
2. Learn from our mistakes
3. Improve the services we offer to customers

To help us make service improvements it is important that we identify the root cause of complaints and take action before issues escalate into something more serious. We do this in a number of ways:

Daily	<ul style="list-style-type: none"> <li>• Customer Relations forward all complaints to the relevant department for monitoring and investigation.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>• Customer Relations Manager will report number of complaints and dissatisfaction trends to the Customer Services Director for discussion with the Senior Management team.</li> </ul>
Four weekly	<ul style="list-style-type: none"> <li>• Complaint root cause analysis conducted and cascaded to Senior Management team for investigation and action.</li> <li>• Key Performance Leadership group discussions to address root cause.</li> </ul>

## Response times

**Emails** - We aim to respond to 95% of emails within five working days of receipt, whether it is sent directly to us, or via our website.

**Written and telephone** - We aim to respond to 95% of written correspondence within ten working days of receipt, whether it is a written letter, fax or a pre-printed Customer Feedback Form.

We will try our best to reply to customers within our response time targets. If we are unable to because the complaint requires a more detailed investigation, we will let the customer know.

There may be times when we receive large volumes of customer contact due to unforeseen problems and are unable to meet our response time targets. In this case we will inform the Office of Rail and Road (ORR) and Transport Focus. We will also put a message on the Nexus website explaining the reason why we have been unable to respond to complaints within advertised standards and what plans we have in place to ensure the time it takes us to reply is kept to an absolute minimum.

If we receive a complaint or claim referring to another operator's service such as Network Rail, Nexus or other agencies, Metro will acknowledge receipt of the correspondence and forward details to the appropriate party (with the customer's permission), within five full working days of receipt. In the acknowledgement we will confirm who the correct party is and their contact details. Should the complaint involve us as well as another operator(s) then we will make best endeavours to co-ordinate the responses.

All frontline staff are equipped to recognise a potential complaint and where possible, will endeavour to resolve at source. If the member of staff is unable to resolve a complaint immediately or a customer wishes to submit a complaint formally for response, they will direct the customer to Metro Customer Relations.

More information on complaint standards can be found on the Nexus website at [nexus.org.uk/metro/guide-metro/passenger-charter](https://nexus.org.uk/metro/guide-metro/passenger-charter). We will publish how we have performed against response target at the end of each four week period. This will detail a breakdown of the type of complaints we received and how we performed in terms of response time targets.

## A full and fair response

If a complaint can not be resolved immediately, we will follow the ORR's six step investigation process:

Step	Action
Analysis of complaint	We will make sure we identify all points raised and any facts that we need to check with the customer before we proceed with investigations.
Evidence gathering	We will check the relevant policies and procedures and operating systems used to record train service performance.
Corroboration and analysis	Our aim is to determine facts. We will always interview staff when applicable to assist in our investigations.
Application to complaint	We will identify any gaps and determine what did happen with what should have happened.
The reasons	We will always identify the root cause of the failure to ensure corrective steps can be taken to make improvements to the service we provide to customers.
The response	From our investigation, we will respond to each point of the complaint. Our response will be free of industry jargon and be offered in plain English.

If a customer is unhappy with our initial reply, they are requested to contact us again. A manager will review the complaint and undertake a secondary investigation. We will reply with our findings which will include the name and position of the manager involved in the investigation and the details of Transport Focus. Transport Focus contact details can be found on page 12.

Please note that in addition to this, the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 requires us to advise you of an 'Alternative Dispute Resolution' (ADR) organisation for your complaint. In our case this is The Consumer Ombudsman ([consumer-ombudsman.org](http://consumer-ombudsman.org)). However, as Transport Focus already provide 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.

## Compensation

This section sets out our general policy regarding compensation where your Metro train is delayed or cancelled. Nothing in this section, or anywhere else in our complaints handling

procedure limits or excludes any legal rights you may have as a consumer under the Consumer Rights Act 2015, or otherwise.

If the train a customer is waiting for is delayed more than 15 minutes longer than advertised or the Metro train they are on is delayed by more than 15 minutes, we will refund the cost of the single journey Metro ticket. This applies to customers purchasing a Single ticket, DaySaver, Day Rover, Transfare or MetroSaver and to Network One customers and excludes Gold Card holders and when we advertise that the journey will take longer e.g. when using the Metro replacement bus service during planned modernisation work.

Claims must be submitted within 28 days from the incident date to the Metro Customer Relations team. We normally issue a refund via cheque but if a customer would like a cash refund this can be obtained in person at South Gosforth Control Centre. If a customer has a season ticket, we will refund the value of a single ticket for the Metro journey made. In line with the Consumer Rights Act 2015, if you have paid for your ticket by Credit/Debit Card and Metro is at fault for a delayed journey of more than 15 minutes than advertised, if preferred, we will refund the cost of that single journey back to your Credit/Debit Card. For more information please visit [www.nexus.org.uk/metro/howtomakeacomplaint](http://www.nexus.org.uk/metro/howtomakeacomplaint) or contact Metro Customer Relations on 0191203 3199.

We will endeavour to inform customers when services are disrupted by more than 15 minutes than advertised. This information will be displayed via Social Media, Public Address System at stations and via email alerts for those customers who have signed up.

We do not accept responsibility for any consequential losses e.g. loss of earnings, taxi fares, missed appointments or missed connections.

If a customer purchases a ticket in error and can demonstrate it was not used, loses money in a ticket machine because it fails to issue a ticket (and purchases a second ticket), or if a machine fails to give the correct change they can claim a refund. Refund requests should be submitted to any Nexus TravelShop, be reported via a Help Point, sent by email to [customerservices@nexus.org.uk](mailto:customerservices@nexus.org.uk) or telephoned in to 0191 20 20 747.

The Metro Passenger Charter details more information; available at [nexus.org.uk/metro/guide-metro/passenger-charter](http://nexus.org.uk/metro/guide-metro/passenger-charter) or upon request from Customer Relations.

## **Transport Focus appeals**

Transport Focus appeals will be reviewed by the Customer Relations Manager. We will provide a response to Transport Focus within five working days or ten working days if a more detailed investigation is required. If we require more time to complete our investigations, we will agree a suitable response time.

Metro will agree an appeals protocol with Transport Focus to ensure a consistent approach to aid complaint resolution. Details of the protocol will feature in future versions of the Complaints Handling Procedure.

### **Termination of correspondence**

Metro reserve the right to terminate contact or correspondence with a customer in relation to any particular complaint(s) if it is established that the complaint is construed as abusive, bullying in nature or which specifically diverts resources and affects the Customer Relations operation.

We expect customers to maintain a level of courtesy and politeness whilst we are given the opportunity to resolve their complaint. We do not expect our staff to tolerate verbal abuse, threats or any manner of intimidating behaviour from customers. We reserve the right to terminate any correspondence or communication that we believe to be unreasonable, aggressive, abusive, threatening, frivolous or vexatious or which specifically diverts resources.

Should instances of this nature occur, a senior manager will review the case and consult with the ORR, Transport Focus and Nexus before terminating contact.

If in the unlikely event that this escalates to a situation where we are receiving abusive or threatening calls and letters from a specific person we will take appropriate action and notify the Police and if appropriate our solicitors. We have a duty to ensure the welfare of all our employees, and are grateful for our customers' cooperation with this policy.

### **Claims for personal injury or property damage**

If a customer wishes to make a claim for losses, property damage or personal injury this should be made in writing or emailed to the Customer Relations team who will ensure it is forwarded to our Claims Handler.

For the section of line between South Hylton and Pelaw the rail industry has an arrangement called the Claims Allocation and Handling Agreement (CAHA). Under this agreement, compensation should be dealt with by the company whose passenger has made the complaint. If some or all responsibility is allocated to another party, the insurers will pay an agreed proportion of the claim. Claims on this section of line will be dealt with in accordance with this agreement.

For claims outside this section of line the matter will be dealt with by Nexus and Metro.

For small claims of a personal nature, not related to personal injury e.g. damage to clothing, out of pocket expenses and staff conduct, a senior manager will review the case and ensure that the correct party manages it. Should this involve a third party then the case will be forwarded as appropriate with a written acknowledgment giving relevant contact details.

## Reviewing our Complaints Procedure

Each year the Customer Relations Manager will review Metro's Complaints Handling Procedure. Any changes will be carried out in consultation with the ORR, Transport Focus and Nexus.

### Contact details

- **Online** – [nexus.org.uk/metro](https://nexus.org.uk/metro)
- **Email** – [contactus@twmetro.co.uk](mailto:contactus@twmetro.co.uk)
- **Phone** - 0191 203 3199. Customer Relations are available: 9.00am - 5.00pm Monday to Friday (except Bank Holidays.) An answerphone service is available outside these times.
- **Fax** – 0191 203 3319
- **Letter** - Customer Relations, Tyne and Wear Metro, Metro Control Centre, South Gosforth, Newcastle upon Tyne, NE3 1YT
- **Transport Focus** - Freepost RTEH-XAGE-BYKZ, PO Box 5594, Southend on Sea, SS1 9PZ  
Phone: 0300 123 2350  
Email: [advice@transportfocus.org.uk](mailto:advice@transportfocus.org.uk)  
Web: [transportfocus.org.uk](https://transportfocus.org.uk)

Nexus currently has six TravelShops, located either on or near to a Metro station:

- Central Station
- Gateshead
- Haymarket
- North Shields
- South Shields
- Sunderland

You can find more information about TravelShops ie where they are located, opening hours and what is on sale, by visiting the Nexus website at [nexus.org.uk/travelshops](https://nexus.org.uk/travelshops).

