

HOW TO MAKE A CLAIM

If you have had an accident or wish to claim for damages you must write to our Customer Services team as soon as possible and provide as much detail as you can. We will acknowledge your correspondence immediately and process a full investigation. Our claims handling procedure is in line with the Claims Allocation and Handling Agreement (CAHA). This agreement is in place for all licensed rail operators who are required to have appropriate claims handling protocols agreed by ORR (Office of Rail Regulation). CAHA is the only protocol agreed by ORR at this stage. The aims of the agreement are:

- To minimise the cost of claims handling to the rail industry.
- To reduce the costs of inter-industry disputes by use of a pre-determined allocation regime for small claims.
- To ensure claimants are not prejudiced by disaggregation of the industry.

WHEN WE WON'T RESPOND TO YOUR COMPLAINT

All our staff are trained to remain polite at all times and will actively try and handle your complaint as best as they can. We would hope that our passengers would equally treat our staff in a polite and courteous manner.

If making your complaint by telephone and you use abusive language or tone, our customer service staff will let you know that they may put the receiver down if you continue to be abusive.

When making your complaint in person and you demonstrate abusive or aggressive behaviour our staff have been trained to seek assistance (this could be in the form of the Police or another member of staff).

If your correspondence contains abusive language or aggressive tone, we will reply by informing you that this is unacceptable.

We adopt the Department for Transport guidance in dealing with "frivolous and vexatious" complaints. The definitions of such complaints are;

- Frivolous – not serious or sensible in content, attitude or behaviour.
- Vexatious – annoying, not having sufficient grounds for action and seeking to annoy.

Under these circumstances, we will only terminate correspondence when it is clear that despite our best efforts, we are unlikely to satisfy you. This decision to terminate a complaint will only be made by our Operations Director or deputy after having referred that matter to Passenger Focus.

HOW TO CONTACT US

If you have a complaint about how we have dealt with your issue or helped you with your problem, then we need you to tell us about it in writing.

You send us your complaint by letter, fax or email. Our contact details are:

Grand Central Railways Company Ltd
River House
17 Museum Street
York
YO1 7DJ

Telephone: 0845 603 4852 (Monday to Saturday 0700 – 2100, Sunday 0800 – 2100).

Fax: 01904 466 066
Email: customer.services@grandcentralrail.com

To help us to contact you quickly, please include:

- Your full name.
- Your full address.
- Your daytime telephone number.
- Full details your complaint, including the name of the person whom you spoke to.
- Copies of any letters relating to your complaint (not possible by email).

We sell tickets online, at the station, over the phone and on our trains.

For full information about Grand Central services and tickets visit

WWW.GRANDCENTRALRAIL.COM

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COMPLAINT HANDLING PROCEDURE



RAILWAY THE RIGHT WAY



HELP US HELP YOU

We want you to enjoy travelling with us in comfort and with excellent service. However, occasionally things don't go to plan. We're only human, after all. So, for the times we fail to meet your expectations, we have a feedback procedure in place to make sure that we get it right in future. Your feedback can help us provide a better service for you and all our customers.

We define a complaint as an expression of dissatisfaction by a customer or potential customer about our service delivery or about company or industry policy. To enable a swift resolution of complaints, our onboard team has been trained to assist you with any problems you may have with any aspect of our service. They have the authority to try and resolve matters for you as quickly and effectively as possible.

We recognise that sometimes this is not possible and have therefore designed this procedure to ensure that it is simple to understand and use. It aims to ensure that we handle your issues as swiftly as possible and also highlights our commitment to making sure a full and fair investigation is undertaken.

We regularly monitor customer feedback to identify trends or issues in order that a culture of continuous improvement exists within our company.

Using the Guidance on Complaints Handling Procedures issued by the Department for Transport ensures that our procedure is consistent with our industry partners.

This procedure accords with the provisions of the Disability Discrimination Act 1995 (DDA) and we have made provision for people with special needs to access and use the procedure.

ACCESSIBILITY AND PUBLICITY

Our complaint handling procedure is accessible via our web site (www.grandcentralrail.com) and upon request from us at the address detailed at the back of this booklet. Information on how to complain is advertised within our timetable and on board our trains.

Our contact details are available in all our publications, such as our timetable, on our trains and in local telephone directories.

Comment forms are available from our onboard team and from the staffed stations at which our services call. Your comments form will be passed to our customer service team on a daily basis. At unstaffed stations, a notice is on display letting you know where you can obtain a form. The notice will advertise our phone and fax number, our email and postal address. In addition the poster will advertise the address and contact details of Passenger Focus who protect and promote passengers interests (details of how you can contact Passenger Focus are shown on the back of this leaflet).

HOW TO MAKE A COMPLAINT

If you have a complaint about any aspect of our services you can inform us by letter, by email, by telephone, by fax or in person. Alternatively you can complete a comments form that is available from our on board team or staffed station. Full details of how you can contact us are on the reverse.

Our aim is of course to try and resolve your issues as quickly as possible and our on board team should, in the majority of circumstances be able to resolve your issue to your satisfaction.

HOW WE WILL RESPOND TO YOUR COMPLAINT

We aim to resolve your complaint as quickly as we can, taking steps to fully investigate the circumstances. Since this investigation may take a little time, we will keep you updated along the way.

You will receive written acknowledgement within 10 days of receipt of your complaint. We will tell you who is dealing with your complaint and when we expect to respond to you in full.

A full investigation will take place and we are committed to dealing with all substantive points that you raise. We aim to conclude 90% of all correspondence within 10 working days of the initial complaint. We will treat all correspondence with complete confidentiality and your statutory rights will not be affected.

All complaints and issues received either in person, by telephone, email or letter are logged on our database so that you will get a response in the timescales quoted.

We will only divulge a complainant's details to a third party when it is necessary for us to fulfil our obligations under this procedure, this includes other Train Operating Companies, Passenger Focus, other transport providers and any other such body undertaking their statutory duties.

All train operating companies follow the same principles when dealing with complaints. If your complaint refers to another company we will forward the complaint to them and let you know that we have done so.

If you require a response in a different format, or in another language, we will provide it. Where we do not have the knowledge to provide this service, we will employ translators or seek the advice of disability groups. Whilst we will do our best to meet our advertised response targets and times, it may take a little longer to respond to the complaint, but we will do our best to keep you informed of/during any delay.

We regularly review both complaint procedures and the handling of individual complaints. A management process is in place to provide regular reports on complaint numbers, type, level of response times and customer satisfaction.

WHAT WE WILL DO IF YOUR COMPLAINT IS UPHELD

If your complaint is upheld, then we will offer an explanation and an apology. If it is appropriate, then we will take any actions needed to solve the problem properly. If internal disciplinary action is required Grand Central reserves the right to keep this information confidential and need not disclose details to complainants.

Compensation is given in line with the National Rail Conditions of Carriage and the Grand Central Charter. We will of course treat each complaint in its own merit and access the appropriate level of compensation accordingly.

CONTACTING PASSENGER FOCUS

Passenger Focus is an independent body set up by the Government to protect the interests of Britain's rail passengers.

We will always do our best to resolve satisfactorily all complaints. If you still wish to take the matter further you can refer it to Passenger Focus who are an independent watchdog for rail passengers, set up to protect and promote passengers interests. They push for service improvements, provide free, impartial advice and can take up complaints on your behalf with train operating companies and service providers if you are not satisfied with their response.

You can continue to correspond with us, or write to them with the details of your complaint, and if appropriate, they will write to us on your behalf.

WRITE TO:

Passenger Focus
FREEPOST (RRRE-ETTC-LEET)
PO BOX 4257
Manchester
M60 3AR
Telephone: 0300 123 2350

Fax: 0845 850 1392
Email: info@passengerfocus.org.uk

REVIEW OF PROCEDURE

We undertake to review our procedure at least once a year and at any time we feel it is appropriate within a year should we learn that the procedure needs to be improved. The review will involve Passenger Focus, and where relevant, local PTEs.