

Customer Complaints Procedure  
October 2018





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# 1. Introduction

Nexus operate Metro and are responsible for trains and stations (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 Complaints Handling Procedure which details the policy around complaints and the way they are dealt with. The procedure can be viewed at [nexus.org.uk/metro](http://nexus.org.uk/metro) or a printed copy is available from Metro Customer Relations. Details on how to contact Metro can be found on page 5 and 6.

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

## 2. 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 complain about?



## 3. 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 or 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 i.e. 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](http://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.

## **4. 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](http://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: [contactmetro@nexus.org.uk](mailto:contactmetro@nexus.org.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 Metro Customer Relations).

### **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 or 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](http://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 if I submit my complaint via a third party?**

If you choose to use a service provided by a third party to act on your behalf, we will follow the same processes set out in this document when they raise your complaint with us. We will investigate your complaint fully and respond back to the third party provider with the outcome of your complaint, covering all points raised. If you require a refund, we will ask the third party provider for your personal details to help process your claim.

### **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's 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](http://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, we will refund the cost of that single journey back to your Credit/Debit card if preferred. For more information please visit [nexus.org.uk/metro/howtomakeacomplaint](http://nexus.org.uk/metro/howtomakeacomplaint) or [nexus.org.uk/metro/guide-metro/conditions-carriage-and-byelaws](http://nexus.org.uk/metro/guide-metro/conditions-carriage-and-byelaws) or contact Metro Customer Relations on 0191 203 3199.

The above does not affect your statutory rights including any rights you may have under the Consumer Rights Act 2015.

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.

## 5. Timescales for a response



In line with Office of Rail and Road (ORR) Complaints Handling Procedure requirements, Metro is obligated to respond to 95% of complaints within 20 working days. To help drive service improvements and customer satisfaction, Metro has set the following internal targets:

- Emails: we aim to respond to 95% 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% 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**

website: [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](https://twitter.com/transportfocus)

Freepost RTEH-XAGE-BYKZ

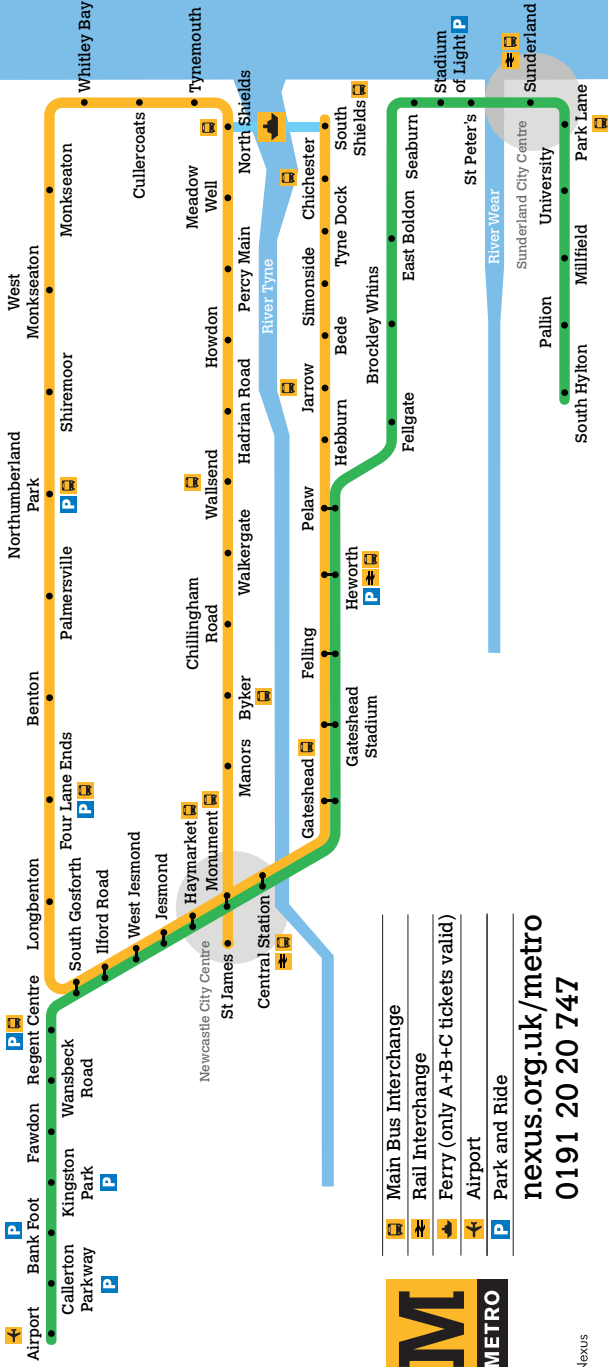
PO Box 5594

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.





- Main Bus Interchange
- Rail Interchange
- Ferry (only A+B+C tickets valid)
- Airport
- Park and Ride

[nexus.org.uk/metro](http://nexus.org.uk/metro)  
 0191 20 20 747