



Complaints Handling Procedures (CHPs)

Locomotive Services (TOC) Limited Charter Trains Policy

“We aim to deliver the highest quality customer service throughout our heritage charter train services. All our staff will be trained to deliver quality customer service”

We define a complaint as:

“Any expression of dissatisfaction by a customer or potential customer about service delivery or company or industry policy”.

As Managing Director of Locomotive Services (TOC) Limited I have overall responsibility for handling complaints. I work closely with other board members and line management to ensure robust systems are in place, providing the highest standards of service.

To this end, the following methodology is in place at Locomotive Services (TOC) Limited:

- All our customer facing staff receive training in customer service and the Complaints Handling Procedure

- All third-party service level agreements with Locomotive Services (TOC) Ltd contain a clause detailing their responsibilities and how we would work with them to resolve complaints.

No matter how well prepared we are, things don't always go to plan. As a company we recognise this and understand that we must have mechanisms in place to allow our customers to raise issues, concerns and complaints as well as receiving positive messages.

Whilst we sincerely hope that no customer will need to raise an issue, we have the following procedure in place should it be required:

Our procedure

The complaint handling procedure is designed to make sure your complaint is dealt with efficiently, fairly and effectively. We will make every effort to make sure our procedure is:

- Easy to find and well publicised.
- Simple to understand and use.
- Provides a response within published targets.
- Ensuring each complaint is investigated fully and fairly.
- Respectful of confidentiality.
- Addresses all the points you raise.
- Regularly monitored and audited.
- Provides information to management so services can be improved.

Raising an issue onboard

- We strongly encourage our passengers to raise concerns or complaints with us in real time. On the day complaints will be passed to the Train Manager, who has a significant level of authority aimed at resolving most concerns or complaints raised.
- We will make customer feedback forms available on each of our services. Our on-train customer service personnel will distribute customer feedback forms to be completed on a voluntary basis.

Raising an issue before or after the Charter Service

The Locomotive Services (TOC) Ltd website contains details of how to contact LS (TOC) Ltd should you wish to raise an issue or complaint.

Our website is designed to assist those who are visually or hearing impaired to engage with us on all issues.

All customer facing literature (including information on the website) contains information about how our customers can submit a complaint and arrangements should they not be satisfied with our response. This will include details of whom to contact and what additional information can be provided.

We will make customer feedback forms available on our website at www.lsltoc.co.uk

Locomotive Services (TOC) are committed to acting on individual complaints promptly and fairly, recognising that there may be times when our customers, may not be entirely happy with all aspects of our customer service.

How we deal with issues

Whenever we receive complaint we will:

- Acknowledge receipt of a complaint within 3 working days;
- Investigate circumstances surrounding the complaint within 7 working days;
- Respond to the complainant within 10 working days; and
- If resolution is not reached, we will escalate the issue to a senior manager and reach an agreeable solution within 20 working days from the initial complaint. This second response will include the name and position of the manager assigned to dealing with your complaint.
- Where we are not able to respond within the given timescales above, we shall ensure that complainants are regularly kept updated and fully advised on the reason for any delay.
- Our aim is to ensure that all elements of a complaint are fully investigated and resolved. We will endeavour to provide frank and honest responses to any concerns raised.
- Should it be required or requested, we will use relevant Alternative Dispute Resolution (ADR) bodies as appropriate.

Disabled People's Protection Policy

This procedure is aligned to the provisions of the Equality Act 2010 and we have made provision for people with special needs to access and use it.

Our staff are trained to deal with complaints from people with diverse needs. If someone is unable or does not wish to contact us themselves, we welcome their representative (such as a carer or support worker) to get in touch on their behalf.

Our Disabled People's Protection Policy document can be located and viewed on our website at www.lsltoc.co.uk

When we won't respond to your complaint

Our staff are trained to remain polite always and to carry out a full and fair investigation of your complaint.

We hope that our customers will treat our staff in a polite and courteous manner.

We do not expect our staff to tolerate verbal abuse or threats or any other manner of intimidating behaviour from customers.

We reserve the right to terminate any correspondence or communication that we believe to be unreasonable, aggressive or abusive, and which specifically diverts resources or is vexatious.

Our Customer Service Development Plan
Learning More about our Customers' Needs

We are continually developing our Customer Service and to ensure we can do this, we have a Customer Service Development Plan. Your feedback is a key part of this development. More information on our progress can be requested by contacting us at customerservices@lsltoc.co.uk

Data Protection

We will comply with the Data Protection Act by implementing strict controls on access to the data held by Locomotive Services (TOC) Ltd, and we are committed to ensuring the privacy of the data we hold is protected.

Should we ask you to provide certain information by which you can be identified when using our website, then you can be assured that it will only be used in accordance with this privacy statement.

Our privacy policy is available on our website at www.lsltoc.co.uk

Consumer Rights

Locomotive Services (TOC) Ltd meets its obligations under the Consumer Rights Act a copy of which can be found at <http://bit.ly/lsltocCRA>

Contacting Customer Services

General telephone and help-line is available 01225 866205 on weekdays, 09:00 to 16:00.

An answerphone services is available outside these hours.

Our opening hours will reflect the level of business and, during periods when we are not operating trains, Locomotive Services (TOC) Ltd staff will be available part time. Details of these times will be provided via an answerphone message.

Alternatively, you can Email us at customerservices@lsltoc.co.uk

Or please visit our website at www.lsltoc.co.uk for additional information.

Communication of this Complaints Procedure

A paper copy of this procedure can be requested by mail to:

Customer Services
Locomotive Services (TOC) Limited
2 Whiteheads Lane
Bradford on Avon
Wiltshire
BA15 1JU

By phone on 01225 866205

By Email at customerservices@lsltoc.co.uk

A Large Print (Arial, Font Size 16) and Audio versions of this information are available on our website at www.lsltoc.co.uk

For and on behalf of Locomotive Services (TOC) Limited

**Mr Tony Bush
Managing Director**