

Complaints handling procedure



Introduction

Occasionally, things don't go as planned with our services. We want to make it simple for you to share your feedback whenever you're not satisfied, so we can improve the service we provide.

As part of our commitment to improve our rail services and the overall experience for customers travelling with us, we regularly track and monitor customer feedback.

We define a complaint as, "any expression of dissatisfaction by a customer or potential customer about service delivery or company or industry policy".

Our Complaints Handling Procedure is reviewed each year to ensure it complies with the ORR's Complaints Code of Practice, visit [orr.gov.uk/sites/default/files/2023-02/final-complaints-code-of-practice-clean.pdf](https://www.orr.gov.uk/sites/default/files/2023-02/final-complaints-code-of-practice-clean.pdf).

All customer feedback is constructive and will be used to maintain and, wherever possible, improve the service and products we offer. We will ensure that the process for contacting us is easily accessible, well publicised and easy to use.

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Confidentiality

We will respect confidentiality in line with data protection legislation, including the Data Protection Act and General Data Protection Regulation (GDPR).

If you contact us but your complaint relates to the goods or services of another train operating company, we will send your complaint on to them in a timely manner. We'll let you know when we send it on and provide you with contact details for the train operator concerned.

We will only divulge your personal data to a third party where we have a statutory duty to do so (e.g. to assist the police or to assist our Debt Recovery unit).

Any action taken against an employee as a result of an investigation will remain confidential. Find out more at [tfw.wales/privacy-policy](https://www.tfw.wales/privacy-policy).

Our service

We're the main rail operator in Wales and also serve key towns and cities along the English borders. We connect Cardiff, Manchester, Birmingham, Liverpool and Chester with smaller towns and villages in rural and coastal areas.



Information accessible to all

We can help with every stage of your journey and welcome your feedback. We have a dedicated Customer Relations team, who receive, investigate and respond to comments, complaints and suggestions.

We're committed to providing information and services for our customers in both Welsh and English, in line with the Welsh Language Standards and Welsh Language (Wales) Measure 2011.

This includes but is not limited to:

- Responses to letters, emails, compensation claim and comments forms (excluding replies via third party sales channels).
- Telephone conversations with our Customer Relations team and reception areas.
- Service information and promotional materials.
- Passenger announcements at stations and on trains, including ad-hoc announcements, where possible.
- Our website and app.
- Our social media feeds and replies to Welsh messages and posts

Our staff will respond to spoken customer queries in Welsh where possible.

If your first language is not Welsh or English, we will make provision for you and reply in the appropriate language.

If you have accessibility needs, we want to make it as easy as possible for you to use our services. We aim to ensure that carers, support workers and guardians can act on behalf of a passenger with the passenger's permission/authority.

Find out more at tfw.wales/accessible-travel.

To request this document in accessible formats (including large print, Braille or audio), you can get in touch with our Customer Relations team. See page 16 for contact details. If you are deaf, hearing and/or speech impaired, you can access our Customer Relations and Assisted Travel telephone helplines by Next Generation Text.

We aim to ensure our website (including our 'contact us' webform) is as accessible as possible, if you experience any difficulties or access barriers, please let us know.

How to make a complaint

When you contact us, please provide the following:

- date and time of travel
- station(s) you travelled to and from
- a copy of your ticket
- key facts about the matter.

In person

Our station colleagues and customer help point staff will be happy to answer any questions and concerns. All our trains have a train manager on board who will be happy to help with any queries. Staff will try to give first-contact resolution/support in the moment where possible.

If you are unhappy with the response or they are unable to resolve the issue, they can provide you with the contact details for our Customer Relations team.

Over the phone

☎ 03333 211 202

- Mon to Sat: 07:00 – 20:00
- Sun: 08:00 – 20:00
- Closed Christmas Day

Calls to our number are charged at a local rate from a BT phone.

Online

For complaints, feedback and suggestions to help us improve our service fill out our online form at tfw.wales/feedback or pick up a paper form at one of our staffed stations.

Social media

While we welcome feedback, our social media channels are not places for making formal complaints.

Our Facebook page is not used for live customer service. If you're looking for help with your journey, please contact us on Messenger [@TfWTrafnidiaethCymru](https://www.facebook.com/TfWTrafnidiaethCymru).

We welcome comments and posts from our followers. We'll join the conversation when we can contribute something. We cannot reply to every comment we receive on Facebook. Our team read all messages and pass on any emerging themes or helpful suggestions.

We use Instagram to engage with our followers and love to share your content too. If you'd like to be featured, tag us using [#TransportForWales](https://www.instagram.com/TransportForWales)

We don't use Instagram for live customer service. If you're looking for help with your journey, please contact us on WhatsApp (07790 952 507) or Messenger.

Response

Normal response

We aim to respond to comments and complaints within 20 working days.

If you raise a complaint, we will aim to resolve it at first contact where possible. If further investigation is required, you will receive an acknowledgement via email which will include your unique reference number and a full response within a maximum of 20 working days, although we aim to respond within 10 working days.

These response times are provided on our website.

We'll make reasonable endeavours to ensure we meet our response times even when there is an unexpected increase in the volume of complaints received. However, if there are exceptional circumstances (such as a period of major disruption or a sudden or unexpected increase in the volume of complaints) we may increase our normal response times. We will ensure we advise the ORR when we anticipate an increase to response rates and the steps we are taking to return to compliance. We'll notify customers via our website and direct correspondence if this is the case, whilst making every effort to respond to you as soon as we can. We'll provide a response to complaints that is:

- easy to understand
- consistent in approach
- makes use of the feedback from customers to improve the service offered.

When we have provided a full response and have no outstanding actions to perform, we will consider a complaint resolved unless we hear from you that you are dissatisfied.

Escalation of response

Some complaints require immediate escalation for a first response when the content of the complaint contains:

- Details of personal injury or allegations of a safety breach.
- Allegations of serious or illegal misconduct.
- Matters relating to accessibility or disabled assistance.
- Where there is a serious risk to the reputation of the company.
- Matters relating to our Revenue Protection Policy and prosecution.

In the above circumstances, your complaint will be dealt with by a senior member of the Customer Relations team. All staff are trained to assess and act accordingly when a complaint needs to be escalated within the organisation.

If you are dissatisfied

Where you are dissatisfied with our full response, we will:

- Review your reasons for this and conduct further investigations if necessary.
- Escalate the matter to a more senior member of the team (if appropriate).
- Provide a second full response, along with the contact details for the Rail Ombudsman and explain their role.

In the case of appeals involving the Rail Ombudsman, we will respond to them within 10 working days (up to 20 working days if the matter is complex).

Frivolous and vexatious complaints

We'll always do our best to bring customer complaints to a full conclusion. However, there may be occasions where we decide that we need to terminate contact with a customer regarding a particular complaint or decide that we will

not respond to the specific points raised in the initial complaint. If our Customer Relations team believes that a complaint is frivolous or vexatious they will highlight it to the Head of Customer Experience or Customer Relations Manager who will decide the outcome.

The decision to categorise a complaint as frivolous or vexatious will only be taken by the Head of Customer Experience or Customer Relations Manager. The decision will be recorded in our Customer Relations Management system and relayed to the customer by the Head of Customer Experience or Customer Relations Manager with the contact details for the Rail Ombudsman.

Third party complaints

We are happy to accept complaints submitted by third parties provided it is clear that the customer has consented to the party acting on their behalf. The response timescales explained above are triggered when we receive the complaint from the third party.



Compensation

Compensation for delays is outlined on our website at [tfw.wales/delay-repay](https://www.tfwwales.gov.uk/delay-repay). Where a complaint relates to a delay, we will ensure that our response provides details of compensation arrangements and how to claim.

Forms of compensation

Compensation for delay repay will be made using one of the following methods:

Bank Transfer

Payment directly into your chosen bank account. We will ask you to provide the sort code, account number and account name as part of handling your claim via a secure system.

PayPal

You can now arrange a fast payment into your PayPal account (delay repay claims only).

National Rail Travel Vouchers

These are valid for twelve months and can be used to pay for rail journeys anywhere on the National Rail network.

Donate to Charity

An option to donate your compensation to a charity is now available. We will comply with the Consumer Rights Act 2015.

Individual claims

Individual claims for recompense will be dealt with in line with the National Rail Conditions of Travel and our Passenger's Charter, taking into account such factors as the nature of the complaint, the fare paid and any other extenuating circumstances. The National Rail Conditions of Travel and our Passenger's Charter can be found on our website. When we get back in touch with you, we will let you know if you have an entitlement to receive compensation, any further information we need from you to do this and ensure that this compensation is paid to you.

Handling claims

Claims for losses, property damage or personal injury should be made in writing to our Customer Relations Team who will acknowledge receipt within five working days. Claims will then be dealt with in accordance with the Claims Allocation and Handling Agreement (CAHA) – more detail can be found in the National Rail Conditions of Travel.

Lost property

If you've recently lost an item on one of our trains or at one of our stations, we'll do our very best to help reunite you with your belongings. We've partnered with MissingX, to help make the process of getting your things back as easy as possible. Find out more at [tfw.wales/lost-property](https://www.tfwwales.gov.uk/lost-property).



Complaints relating to other operating companies

Individual train companies

If your complaint relates to another train company, we'll send your complaint to them and ask them to get in touch with you via your contact address.

Several train companies

If your complaint involves several other rail companies or Network Rail, we'll send your complaint to them and ask them to get in touch. We'll let you know when we have sent the complaint.

If your complaint involves a journey that features more than one rail company, we'll liaise with the other companies involved to ensure you receive a co-ordinated response.

Other Third Parties

If complaints relate to other transport providers (e.g., a bus operator) we'll explain this in our reply to you and provide the contact address you need. If you ask us to do so, we will forward your complaint to them directly.

If the complaint refers to another non-transport organisation, we will also explain this in our reply and try to provide you with the contact address you need.

If you make a complaint which relates to a third-party supplier who is acting on our behalf (e.g., car park management, web support or suppliers of rail replacement services) we will work with the provider to thoroughly investigate the details of your complaint and co-ordinate a response accordingly.

Customer satisfaction

Tracking our feedback

Customer insight is essential to improving our service. We gather data from complaints, customer satisfaction research/surveys, National Rail Passenger Survey, online/in person customer panels, our Stakeholder Advisory Board, and Accessibility Group. This is reported to our Customer Experience Director on a weekly basis and will be provided every four weeks to our Executive Group.

We use these insights to inform strategy, make decisions and ensure continuous improvement in customer experience. Our staff performance is measured on an individual basis to properly understand future training and development needs. We know that our people are key to delivering the high standard of customer

experience. We will learn from individual complaints to identify issues and systemic weaknesses.

We hold monthly 'Voice of the customer' meetings to review customer feedback, particularly complaints and the contact received on social media. Insights from this feedback have driven improvements not only within the Customer Relations (CR) team but across the wider business. We've addressed performance issues, analysed the impact of peak periods on response times, and improved how we categorise and act on complaints to ensure we're using customer feedback effectively to make improvements for our customers.

What happens if you are not satisfied with us?

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman.

Transport for Wales is a member of the Alternative Dispute Resolution Ombudsman scheme, an impartial service who can assist when complaints remain unresolved. The Rail Ombudsman service is independent and free. They will independently review any unresolved complaints and make a final decision on the outcome.

The Ombudsman will investigate your complaint and make a decision based on the information given to them. If you agree with the Ombudsman's decision, we have to do what they say. This could be making an apology, explaining what went wrong, correcting the problem, or giving you a financial award. The Ombudsman's decision is binding on us, but not you as the customer.

Rail Ombudsman

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter').
- We haven't resolved your complaint within 40 working days of receiving it.
- No more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus – the independent consumer watchdog for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Review of procedure

Our Complaints Handling Procedure will be reviewed each year by the Customer Experience Director who is responsible for improving and transforming the customer experience. This is to ensure the Complaints Handling Procedure complies with the ORR's Complaints Code of Practice, visit [orr.gov.uk/sites/default/files/2023-02/final-complaints-code-of-practice-clean.pdf](https://www.orr.gov.uk/sites/default/files/2023-02/final-complaints-code-of-practice-clean.pdf).



Getting in touch

Transport for Wales

We can help with every stage of your journey and welcome your feedback. Find all the ways you can get in touch at [tfw.wales/help-and-contact](https://www.tfwrail.co.uk/help-and-contact).

Contact us

Online

[tfw.wales/contact-us](https://www.tfwrail.co.uk/contact-us)

To complete the contact form.

[tfw.wales/feedback](https://www.tfwrail.co.uk/feedback)

For complaints, feedback and suggestions to help us improve our service fill out our online form. You can also pick up a paper form at one of our staffed stations.

Social media

Messenger¹

[@TfWTrafnidiaethCymru](https://www.facebook.com/TfWTrafnidiaethCymru)

WhatsApp¹

07790 952 507

Over the phone

03333 211 202¹

Calls to our number are charged at a local rate from a BT phone.

1. Contact us

- Mon to Sat: 07:00 – 20:00
- Sun: 08:00 – 20:00
- Closed Christmas Day

By post

 FREEPOST
TFW CUSTOMER RELATIONS

Delay Repay applications and refunds

Online

[tfw.wales/delay-repay](https://www.tfwrail.co.uk/delay-repay)

By post

 FREEPOST
TFW CUSTOMER RELATIONS

Assisted travel booking

Online

[tfw.wales/accessible-travel/booking-assistance](https://www.tfwrail.co.uk/accessible-travel/booking-assistance)

By phone

033 300 50 501

RelayUK

18001 033 300 50 501

Lost Property

Online

[tfw.wales/lost-property](https://www.tfwrail.co.uk/lost-property)

By phone

0333 3211 202
• choose Option 5.

Rail Ombudsman

By post

 FREEPOST RAIL OMBUDSMAN

By phone

0330 094 0362
• Mon to Fri 09:00 – 17:00

RelayUK

0330 094 0363

SMS / Text / WhatsApp

07427 580 060

Email

info@railombudsman.org


Online

[railombudsman.org/contact-us/](https://www.railombudsman.org/contact-us/)

X

[@RailOmbudsman](https://twitter.com/RailOmbudsman)

British Sign Language service:

 [railombudsman.org/sign_language_interpreter/](https://www.railombudsman.org/sign_language_interpreter/)

National Rail Enquiries

All calls may be monitored.

By phone, English service

03457 48 49 50
• 24 hours a day, except Christmas day.

By phone, Welsh service

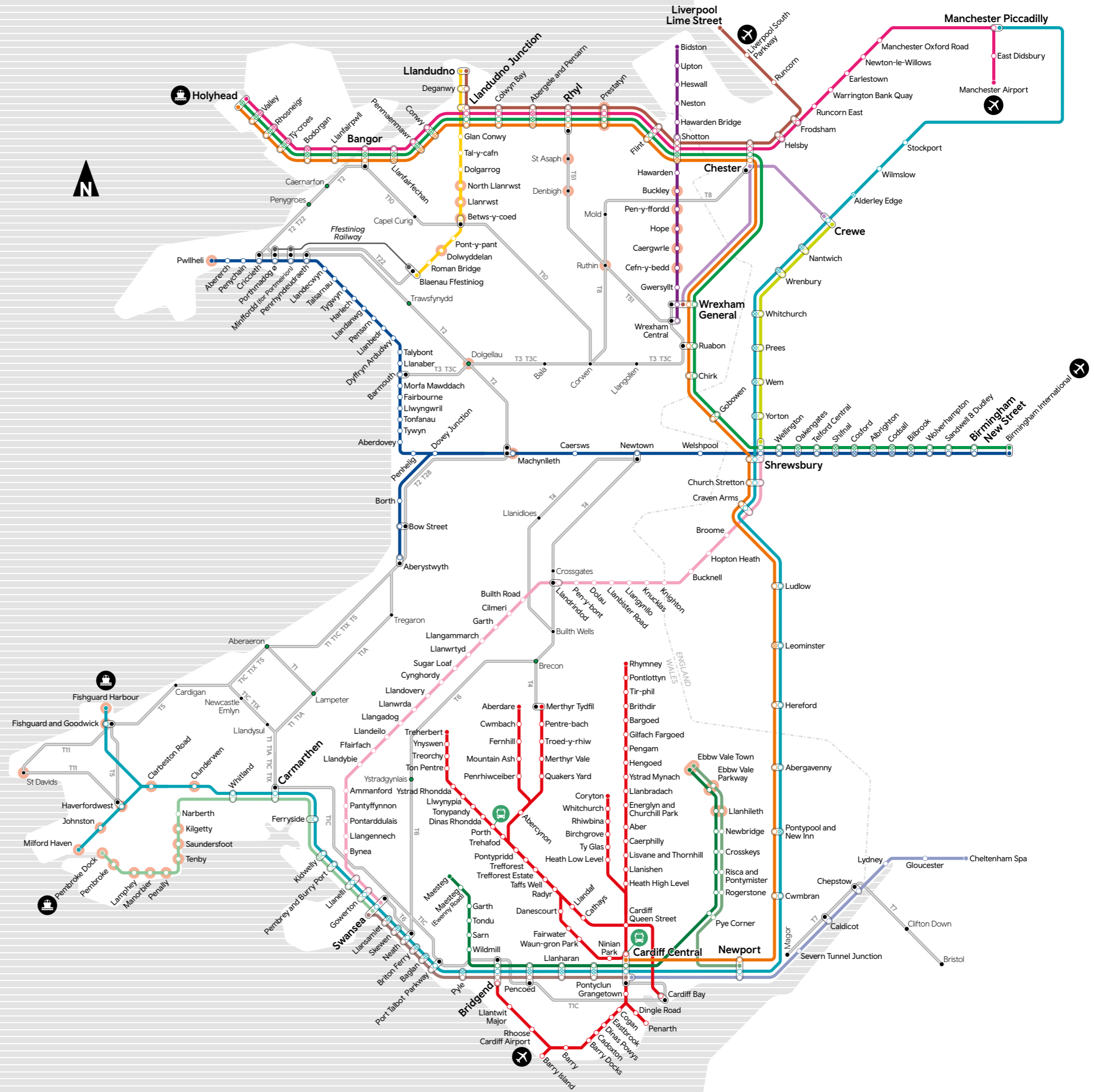
03456 04 05 00
• 07:00 – 22:00, except Christmas day.

Textphone

03456 05 06 00
• 24 hours a day, calls will be returned between 09:00 and 16:30, Monday to Friday.

Our network

We're the main rail operator in Wales and also serve key towns and cities along the English borders. We connect Cardiff, Manchester, Birmingham, Liverpool and Chester with smaller towns and villages in rural and coastal areas.



Key

- North Wales South Wales Service
- Marches Line
- Cambrian Line
- Heart of Wales
- North Wales to Birmingham
- Conwy Valley
- Wrexham to Bidston
- Holyhead to Manchester
- West Wales Line
- Swanline
- Maesteg to Ebbw Vale
- Ebbw Vale to Newport
- Wrexham to Crewe
- Crewe to Shrewsbury
- South Wales Valleys
- Cardiff to Cheltenham Spa
- Llandudno to Liverpool
- TrawsCymru Bus route
- Virtual Station Traws Cymru bus stop (combined rail and bus ticket available)
- fflexi connection
- TFW Managed Bus Interchange
- ● ● ● ● Limited stopping at these stations.
- Porthmadog station is served by the T22 bus service.