

**We are
Travel
South
Yorkshire**

Our Customer Charter





Our Customer Charter

Our role is to encourage the best use of public transport throughout South Yorkshire and to promote the public transport network. To do this we provide a range of services including transport interchanges, passenger information, and travel passes. Whilst we don't directly operate services ourselves, we work closely with people who do (bus, tram and train), local councils and other key stakeholders to develop the network and services across the county.

We aim to put our customers at the very centre of what we do.

■ ■ We will ensure that all our customers are able, where possible, to access the right services for them, at a cost which provides good value for money and delivers a friendly and engaging service which encourages greater use of public transport. ■ ■

Tim Taylor, Director of Customer Services

What is our Customer Charter?

Our Customer Charter lets you know what we do, and sets out our commitment to providing services to the standard you expect. Your feedback is important, so we also want you to know what you can expect from us when you take the time to tell us what you think. Your opinions about our services help us to meet your needs better in future.

Our Services

We provide you with a wide range of information, products and services to support your public transport needs. These include:

- Travel information and planning tools (such as travelsouthyorkshire.com)
- Traveline telephone service on 01709 515151
- Transport interchanges
- Park and Ride sites
- Ticket retail services in various locations
- Managing and issuing of travel passes
- Maintenance, installation and improvements to bus and tram stops and shelters
- YourStop information
- YourNextBus – real time information service
- Information via social media and e-newsletters.

Our Customer Charter commits us to deliver the service and quality you expect. It explains;

1. What you can expect from our services
2. How we work with others to help deliver our services
3. How we can support you in accessing the right information, services and help when you need it
4. What you can do if you're unhappy with any of our services.

We will deliver our Customer Charter commitments by ensuring:

1. Our Services

- Safe and accessible public transport services for all customers
- Our processes are robust and fit for purpose to maintain effective services and sites for you, the customer
- We repair, as soon as possible, any damage that you tell us about
- We measure your views on our services
- We actively seek your feedback about where you feel safe
- We are polite and helpful when dealing with you
- We regularly review our customer service processes to make sure they continue to meet your needs.

2. Our Partners

- We provide a single point of contact for us and our partners if you need additional information or are unhappy with their services
- We work with partners to deliver an integrated service.

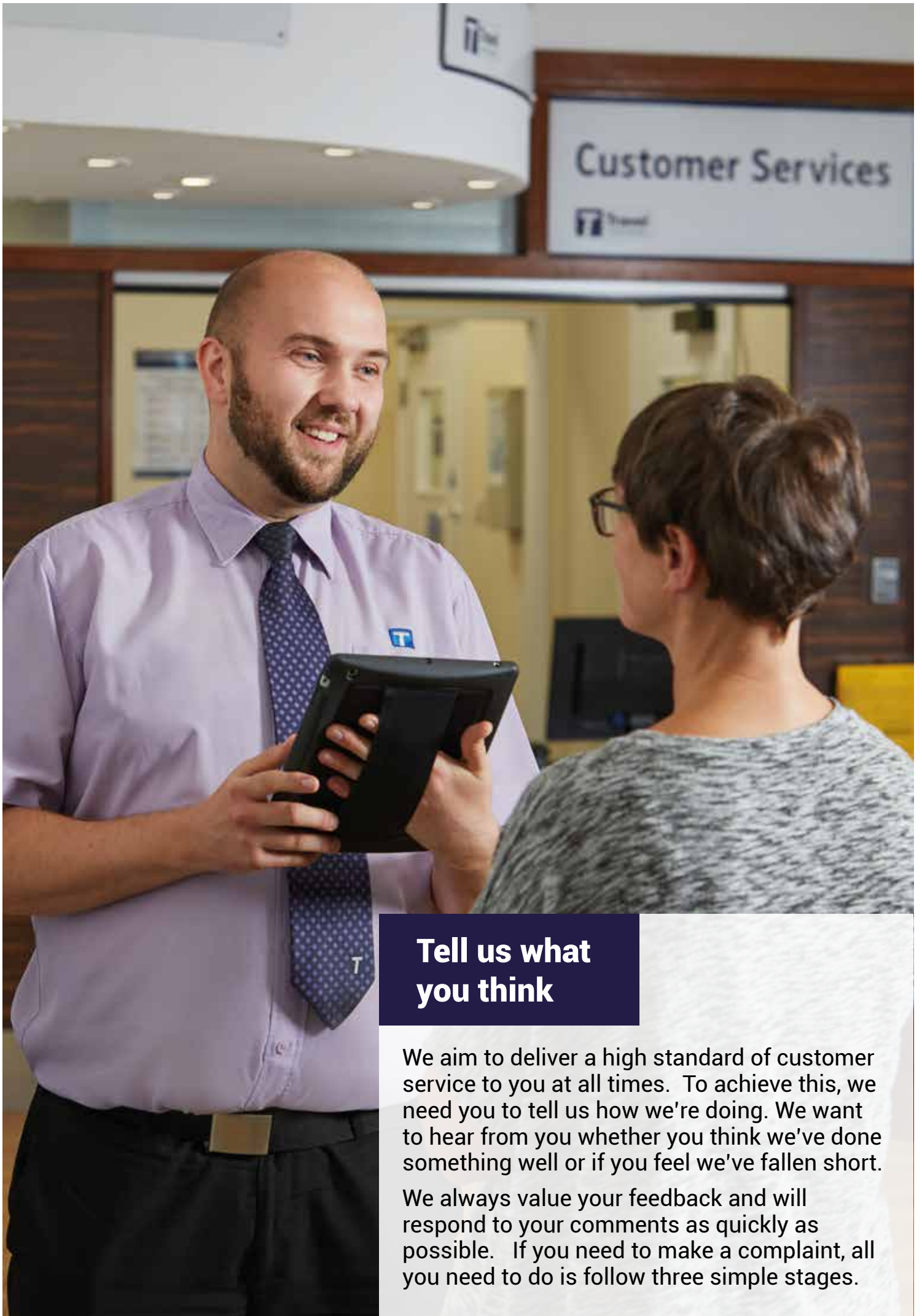
3. Accessing the right information for your needs

- We give you clear, correct and up to date information
- We provide information via a number of channels to cater for all needs and circumstances
- We let you know about known problems or issues on the public transport network
- We make use of technology and innovation to improve how you can interact with our services.

4. Giving us your feedback

- We give you quick, easy and accessible means of providing feedback, on the services we provide
- We offer a wide range of ways for you to contact us and we help you understand how to give us feedback
- We take time to listen to what you have to say
- We try to resolve your concerns as soon as you contact us, or we start the process of recording a formal complaint
- We investigate your concern or complaint fairly
- We follow our complaints process and escalate complaints to senior management where necessary
- We keep you informed on the progress of your complaint
- We learn from your feedback to improve our services and take preventative actions to make sure it does not happen again.





Tell us what you think

We aim to deliver a high standard of customer service to you at all times. To achieve this, we need you to tell us how we're doing. We want to hear from you whether you think we've done something well or if you feel we've fallen short.

We always value your feedback and will respond to your comments as quickly as possible. If you need to make a complaint, all you need to do is follow three simple stages.

Stage one

Here's how you can let us know about your concerns;

- Visit travelsouthyorkshire.com and go to 'contact us' on the menu banner
- Call Traveline on 01709 515151 and ask us to record your complaint
- Pick up a form in a Travel South Yorkshire Interchange
- Write to us at
Customer Liaison Team,
South Yorkshire Mayoral Combined Authority, 11 Broad Street West,
Sheffield, S1 2BQ.

We'll fully investigate your concern or complaint in a fair, consistent and honest way, and we'll provide you with a response within ten working days of receiving it. If your complaint is about a partner, for example a bus operator, we'll still record the complaint and handle it on your behalf though you may receive a reply from them directly.

If we're unable to fully answer within ten working days, we'll make sure we keep you informed of our progress and when you can expect a response, and we'll continue to liaise with you throughout the process.

Stage two

If you're unhappy with the response you received, please let us know and we'll escalate the matter to a senior manager. We'll review your complaint again and provide you with a second response within ten working days.

Stage three

If you're still unhappy with the second response you have received, you may write to our Director of Customer Services at; **South Yorkshire Mayoral Combined Authority, 11 Broad Street West, Sheffield, S1 2BQ**

You will receive a final response within 20 working days. Details of our ombudsman and governance escalation process will be provided to you in this response should you still be dissatisfied.

Accessibility

If you have communication difficulties and would like to contact us, you can phone us on 18001 01709 515151 using Typetalk. You can find further accessibility information at travelsouthyorkshire.com/accessibility. When you contact us, just let us know which format you would prefer.