



# **OUR COMPLAINTS HANDLING PROCEDURE**

## **INTRODUCTION**

**We are committed to improving the service we provide to our customers and your feedback is invaluable in helping us know how we can shape further improvements to our service.**

**No matter how hard we try, unfortunately sometimes things can go wrong which means we cannot provide the high level of service we aspire to give to all of our customers. If you are not happy in any way, we will take your comments or complaints very seriously and do everything we can to put things right for you.**

**We encourage our staff to resolve any problems or complaints that you may have about our service immediately, so please do speak to our staff in the first instance. If they are unable to resolve the issue, please contact our Customer Service Team, who can assist you on weekdays between 8.30am and 5pm.**

**There are a number of ways you can contact us to make complaint. When making a complaint and to help us investigate the issues you have raised, please include full details of everything relevant to your complaint. If you are making a complaint about a particular journey, please include the date, time of your journey, where you boarded and left the tram, the route you travelled on and the tram number if possible.**

**We may also require details of your ticket. If you are writing to us by letter or email, please also include a daytime contact telephone number to help us to clarify points with you in greater detail.**

**Details of how to contact us are also available:**

- **On our website, [www.supertram.com](http://www.supertram.com)**
- **On posters on our trams and tram stops**
- **In printed timetables and leaflets**
- **On Twitter**

**The following information explains our Customer Complaints Handling Procedure. It lets you know how we will deal with your complaints/comments and the service that you can expect to receive from us.**

**This includes:**

- **How to contact us;**
- **How we will make it as easy as possible for you to talk to us;**
- **How we will respond to your complaint and when we will respond;**
- **How we will deal with your complaint fairly;**
- **How we will respect our customers confidentiality; and**
- **How we will monitor and review the feedback we receive.**

## **TO CONTACT OUR CUSTOMER CARE TEAM YOU CAN**

- **Call us on 0114 2728 282, Monday to Friday 8.30am to 5pm. Outside of office hours, calls will be met with a pre-recorded message that advises customers how to get in touch with us.**
- **Chat to us on Twitter @SCSupertram**

**Write to us at: Customer Care Team, Supertram, Nunnery Depot, Woodbourn Road, Sheffield, S9 3LS**

- **Ask a conductor who can provide a contact card for getting in touch with Supertram**

**We understand that some people who have specific access requirements, or whose first language is not English, may have difficulties communicating with us. We handle these cases sensitively and give our responses in an appropriate format. We will be happy to accept complaints or feedback from guardians, carers or support workers, on behalf of a passenger with their permission or authority.**

**Copies of this Complaints Handling Process are available on request in large format or as a live PDF document that is compatible with screen readers. Printed copies will be posted to customers within 2 working days of being requested.**

## **HOW WE WILL DEAL WITH YOUR COMPLAINT**

**Our complaint handling process is simple and easy to use, a copy of the complaint handling procedure that we use is available on request. If you make a complaint or provide feedback to us, by any contact method, we will enter details, and a full record of any contact made, onto our**

**confidential Customer Care Management System. The team of fully trained staff will review every contact to identify if the content is a complaint about our service.**

**Details are then passed onto the appropriate management team for investigation as well as producing reports. These are then analysed for service improvements and regulatory monitoring.**

**If you have provided a daytime telephone number, we may try and contact you by phone to resolve the issue, or obtain further information about your complaint, to assist in the investigation. We will undertake a full and fair investigation into your comments and make every effort to provide answers or explanations to the issues you raise.**

**Wherever possible, a complaint will be handled by an individual member of the team, from receipt to reply. If the complaint relates to a member of our staff, we will confirm that an internal investigation has been carried out and appropriate action taken. However, we are not able to inform you of any specific action taken against an individual due to staff confidentiality and data protection.**

- If you are unhappy with our first response and contact us again, a manager/team manager will review your complaint and issue a second response within 20 working days. This will also provide details of the role of Transport Focus and how to contact them.**
- If you remain unhappy in relation to your complaint, you can contact us again or contact Transport Focus (contact details are shown later in this document). They are able to review your complaint and make representation to us on your behalf. We will provide a full response to Transport Focus and the customer within 10 working days.**
- You also have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is here to help resolve ongoing disputes between us both. Its free to use and they are independent of the Rail industry. They act impartially and only look at the evidence available. They will help us both to reach an agreement, but if this doesn't happen, they will decide based on the evidence they've received. If you agree with their decision, then we must act on their decision.**

**You can appeal to the Rail ombudsman if:**

- You are not happy with our final response to your complaint, which will be contained in a letter or email.
- - We haven't resolved your complaint within 40 days.
- No more than 12 months have passed since we've sent our final response.

- We reserve the right to terminate any correspondence that we believe to be frivolous, vexatious or abusive. We will fully consult Transport Focus before we terminate any correspondence, and we will advise you in writing of the reasons behind the decision. We will comply with the principles outlined in the Office of Rail and Road Complaints Handling Procedures Guidance for dealing with frivolous and vexatious complaints.

Where we are contacted by a third party company on behalf of a passenger, we will deal with the third party company provided that the customer has given their written consent for us to deal with the third party

## **WE WILL RESPOND TO YOUR COMMENT OR COMPLAINT AS QUICKLY AS POSSIBLE:**

- If you contact us in writing, we'll acknowledge your comment or complaint within five working days of us receiving your contact. However, it may take longer to provide a full reply (e.g. if an investigation is required) and if this happens we will send you an acknowledgement within five working days and reply within 20 working days. If a full reply cannot be made within 20 working days we will regularly contact you again to update you until a full response can be made.

- We will use all reasonable endeavours to keep to our promised response rates even if there is an unexpected increase in the volume of complaints being received.

- Any complaint or claim referring to another operator will be passed on to the relevant party within 5 working days of receipt and we will provide the customer with details of whom it has been passed to.

- If you telephone us to make a complaint or comment, we will do our best to resolve it during that call. If we cannot immediately resolve the

issue at the time of the call and have to write to you, we aim to respond in the same timescales as for written correspondence shown above.

## **SOCIAL MEDIA**

We are committed to providing relevant content and high levels of customer service via social media channels, such as Twitter. We will respond to all complaints, where appropriate, in a timely manner. If we are unable to resolve your complaint via social media, we will provide a link so a formal complaint can be made. If we have to write to you, we aim to respond in the same timescales for written correspondence as detailed in section 3.

## **PENALTY FARES**

If your complaint relates to the issue of a Penalty Fare and you want to make an appeal you must do this, in writing, within 21 days of receiving the notice. The team can be contacted at Supertram, Nunnery Depot, Woodbourn Road, Sheffield S9 3LS or via any of the contact channels detailed above.

## **CLAIMS FOR LOSS, PROPERTY DAMAGE OR PERSONAL INJURY**

If you wish to make a claim against Supertram for loss, property damage or personal injury, please contact us using the details provided in section 1. The team will either deal with your claim or pass it to our Insurance and Claim Handlers.

In accordance with our conditions of carriage Supertram will not be liable for compensation for delays or cancellation of Tram or Tram Train services. The rail industry has a statutory arrangement, called the Claims Allocation and Handling Agreement (CAHA). Stagecoach Supertram must comply with the CAHA and your claim will be dealt with in accordance with this agreement. Under the CAHA, compensation should be dealt with by the companies for their own customers. If some or all responsibility is

allocated to another party, the insurance companies balance payments without involving the customer. CAHA Registrar LTD, Eversholt Street, London, NW1 2DN

## **CONFIDENTIALITY**

To allow us to effectively deal with complaints we have to record some personal information, this is limited to names, addresses, contact details and details of complaints and correspondence. We do not ask for, nor do we retain any bank or payment details or information such as date of birth. The information is stored securely with access limited to the system administrators who deal with the complaint.

We will ensure that your confidentiality is protected. However, please be aware we may disclose some or all of your details to a third party without consent where it is necessary for us to fulfil our own obligations. This includes providing information to bodies such as other Train Operating Companies, Bus Operating Companies, Transport Focus, insurance companies, The Department for Transport, The Office of Rail and Road or Members of Parliament. It also includes any such body in carrying out their statutory duties - for example, the Police. Our Customer Care Team will comply with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) at all times.

## **SUPERTRAM ENQUIRIES AND LOST PROPERTY**



**0114 272 82 82 (Monday – Friday 0830 until 1700)**



**supertram.enquiries@supertram.com**



**www.supertram.com**



**Supertram**

**Nunnery Depot, Woodbourn Road**

**Sheffield, S9 3LS**

**For live updates and latest travel news, follow us on Twitter  
@SCSupertram**

transport**focus**



## **TRANSPORT FOCUS**



**0300 123 3450**



**Advice@transportfocus.org.uk**



**www.transportfocus.org.uk**

**Twitter / X: on @transportfocus**



# The Rail Ombudsman



## **RAIL OMBUDSMAN**



**0330 094 0362**



**info@railombudsman.org**



**www.railombudsman.org**



**FREEPOST**

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