

Merseytravel: Customer Feedback Policy

Introduction

We want all our customers to receive a high standard of service but sometimes things might not be up to the standard we would hope. So if something does go wrong please tell us about it. We will aim to put things right quickly and fairly. Knowing what you are not happy about helps us improve services for the future.

Often our staff will be able to resolve issues without any further action necessary but sometimes it may require a more formal approach.

Similarly we are always delighted to hear from you if we have exceeded your expectations.

In this document you will find details about:

1. How you can provide feedback about your public transport experience;
2. How Merseytravel will deal with your comments, complaints or compliments;
3. What action you can take if you are not satisfied with our response.

How do I make a complaint/suggestion?

There are many ways you can tell us about your public transport experience.

Online: Click on the Contact Us button on our website homepage
www.merseytravel.gov.uk.

Email: Email us at comments@merseytravel.gov.uk.

By Phone: Call Traveline on 0151 236 7676 between 7am – 8pm, 364 days a year.

In Person: Speak to one of our staff at any Travel Centre, Bus Station or Ferry Terminal, or at one of our Merseytravel Roadshows or Customer Forums.

In Writing: Write to us at Merseytravel, PO Box 1976, Liverpool, L69 3HN or pick up a Comments Form at a Travel Centre or Ferry Terminal and hand to a member of staff or send it to the same address.

What happens when I make a complaint/suggestion?

We will acknowledge your feedback within 48 hours of receipt, or straight away if received via our website. We issue each case with a unique reference number which we ask you to quote in any further correspondence. Sometimes it may be necessary to contact you for further detail so a daytime telephone number or email address is always helpful.

We will then allocate your case to the most appropriate Merseytravel officer for further investigation. The officer will endeavor to respond in full as soon as possible. Some more complex issues may require further investigation eg a site visit or referral to a third party, so we advise that it may take up to 21 days from receipt to respond in full.

If for any reason we are unable to respond in full within 21 days we will update you on our progress and provide an estimate of when you can expect a full response.

Compliments

We always aim to exceed your expectations and we are always happy to hear from satisfied customers. Where possible positive feedback always gets passed on to the relevant staff to ensure they are recognised for their excellent service.

Confidentiality

We will not disclose your personal details or information about your complaint to anyone except those who need to consider the case.

However, if your complaint is about a third party, perhaps a commercially operated bus or rail service, we will need to forward your comments to the relevant company for a direct response. To do this we will need your permission to share your details with the relevant third party.

What happens if I'm still not satisfied with the response?

We will endeavor to resolve your complaint to your satisfaction. However, in the event you are not satisfied with the initial response from Merseytravel you have the following options available:

1. Write to Chief Executive, Merseytravel, PO Box 1976, Liverpool, L69 3HN. A senior manager from another department will be appointed to independently investigate the complaint and report back to the Chief Executive who will decide on the final outcome.
2. Write to the Local Government Ombudsman who may consider complaints about some Merseytravel activities. You will find further details at www.lgo.org.uk.

If your complaint relates to a service outside our jurisdiction, eg a commercially operated bus service or rail service, there are two independent transport user watchdogs who can help to resolve disputes.

1. You can refer complaints about rail issues to Transport Focus. www.transportfocus.org.uk. Telephone 0300 123 2350 or write to Transport Focus, 7th Floor, Piccadilly Gate, Store Street, Manchester, M1 2WD
2. You can refer complaints about bus services to Bus Users UK. Full details at www.bususers.org Telephone 0300 111 0001 or write to Bus Users England, Terminal House, Shepperton, TW17 8AS

Please note, the Local Government Ombudsman, Transport Focus and Bus Users UK will not be able to consider your complaint until the relevant organisation has had a chance to respond.