

Network Rail

Complaint Handling Procedure:  
Passengers at managed stations

July 2019

# Introduction

Network Rail owns and looks after Britain's railway infrastructure. We don't operate trains, but we do make sure they can run safely and reliably through our work in maintaining and enhancing the railway infrastructure. We also manage 20 of Britain's biggest and busiest stations. A full list of the stations we manage is on page 7 of this document.

At Network Rail we care about the people who live alongside our tracks and infrastructure. We know that our work can cause some disruption and noise so we do our best to limit this, but the nature and scale of our work means that sometimes, disruption is unavoidable.

Railway stations are where people's journeys begin and we want passengers to have the best possible experience at our railway stations. This includes any passenger assistance that has been booked with our staff at stations. If something isn't quite right, we want to know about it. With this in mind, we have developed this complaint handling procedure which describes what to do if you ever want to make a complaint to Network Rail.

This procedure explains what to do if you want to report a problem, and how we will investigate and respond to your concern. It has been designed with our passengers and lineside neighbours in mind. A complaint is defined as any expression of dissatisfaction by a customer or potential customer about a service delivery or company or industry policy.

In addition to the commitments made in this document, Network Rail will comply with the Data Protection Act at all times.

## Contacting us

You should contact Network Rail to report a problem, complain or provide feedback about:

- Work on the railway infrastructure, including track maintenance, work to electrify lines, and for major projects on the railway
- How we maintain our land alongside the track
- Our infrastructure (e.g. level crossings)
- One of the 20 major stations that we manage (see page 7 of this document)

If you ever need to report a problem or complain to Network Rail, we want to provide a response and, if possible, a resolution as soon as possible. Below, we have listed our various contact details:

- **Telephone** – 03457 11 41 41

**If you have a safety concern, please call us at this number.**

This is the National Helpline number. You can call our National Helpline 24 hours a day, seven days a week including bank holidays. You will be connected to a Network Rail employee who will attempt to resolve your query over the phone. This is usually

the quickest way to find a solution. If the query can't be resolved immediately, we will log your complaint through our system.

- **Online** – [www.networkrail.co.uk/contactus](http://www.networkrail.co.uk/contactus)  
You can access frequently asked questions or choose to make a complaint to Network Rail from the above link, which is also where you will find our online contact form. We provide access to this document from the link provided.
- **Live chat** – Our live chat is available between 07:00 and 19:00 Monday to Sunday at [www.networkrail.co.uk/contactus](http://www.networkrail.co.uk/contactus)
- **Social Media (Twitter)** - @networkrail  
For full details on how we manage contact through social media, please read our [social media terms of service](#). We respond to as many queries as we can on twitter or will help and direct you to log a complaint if you would like to. We will always try to be as helpful as possible and understand your frustrations, but please remember @networkrail is managed by real people – abuse will not be tolerated under any circumstances. Please note that we will not respond to complaints on social media that name staff members. Our National Helpline number and website details are on our twitter profile.
- **Our managed stations**  
All of our employees are trained to help you resolve your query. Speak to any Network Rail member of staff at one of our managed stations and they will attempt to resolve the query there and then, or provide you with a station complaint form at your request. All of our frontline staff are trained and encouraged to try and resolve your query and provide assistance, or help you to submit your complaint if you wish to do so. Contact details and facility information for individual stations can be found [here](#).
- **Post**  
We have eight regional community relations teams throughout the country. If action is required, our central team will pass your query or complaint to the team that works in your area.

Network Rail  
1 Eversholt Street  
London  
NW1 2DN

Our contact details are available at the sign posted information points on, or close to, the main concourse of any Network Rail managed station. Alternatively our contact details are published in our Annual Return from 2016 onwards, or on the '[contact us](#)' page of our website.

To be able to respond to your complaint, there is some essential information that we will

need from you:

- **What?** A summary of your issue. If the issue relates to an injury or damage it will be dealt with under our claims process reported to the Office of Rail and Road (ORR).
- **Where?** Where the issue occurred
- **Who?** Your name and contact details so we can keep in touch about your complaint
- **When?** As much information as you can provide for times and dates of incidents

The structure of the rail industry can be difficult to understand. We will respond to all issues relating to Network Rail, our contractors, or involving Network Rail and other railway organisations. If required, we will collaborate with the relevant organisation to provide you with a response. If you contact us about an issue which mainly relates to a Train Operating Company (TOC), we will forward your complaint to them. This includes any enquiries about claiming compensation as a result of a delayed train service. More detail about delay repay can be found on the national rail website or from employees at our managed stations.

We will keep a digital record of your complaint and the action taken in our system. We archive records after six years and delete them after eight years. Our [privacy policy](#) ensures that we only use the information you provide to us for the intended purpose and explains how you can request a copy of information we hold about you and your complaint. You can ask for your details to be removed at any time.

## Alternative Dispute Resolution

If you are not satisfied with our initial response, please let us know as soon as possible. You can contact the Rail Ombudsman through its website [www.railombudsman.org](http://www.railombudsman.org), by emailing [info@railombudsman.org](mailto:info@railombudsman.org) or by telephoning 0330 094 0362.

For passenger complaints, you can also contact:

### London TravelWatch

[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

For complaints about rail services within the London area

**E-mail:** [info@londontravelwatch.org.uk](mailto:info@londontravelwatch.org.uk)

**Telephone:** 020 3176 2999

**Twitter:** @LonTravelWatch

**Post:** London TravelWatch  
169 Union Street  
London  
SE1 0LL

### Transport Focus

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

For complaints about rail services outside the London area

**E-mail:** [advice@transportfocus.org.uk](mailto:advice@transportfocus.org.uk)

**Telephone:** 030 0123 2350

**Twitter:** @TransportFocus

**Post:** Freepost RTEH-XAGE-BYKZ  
PO Box 5594  
Southend-On-Sea  
SS1 9PZ

If you tell us that you are unhappy with our initial response, we will respond again and also provide you with contact details of London TravelWatch and Transport Focus.

If you contact any of these organisations to launch an appeal on your behalf, they will request a copy of your case file including all of your personal information from us. We may divulge details of your complaint where it is necessary.

## Adjustments for Passengers

However you contact us, you can authorise a carer, support worker, guardian or other third party to act on your behalf. We train our employees to be reactive to customers' needs so if you need any adjustments or assistance to make a complaint we will be happy to help. If you would like any information in a more accessible format, please call our National Helpline.

## Service Standards

Our complaint handling procedure is owned by the head of contact and community. Controls are in place to ensure that our procedures and people meet the commitments in this document to fully, fairly and transparently respond to your concerns. This section tells you what you can expect from us if you ever need to make a complaint.

### 1 – Acknowledgement

However you choose to contact us to make a complaint, we will send you an acknowledgment within five working days. This lets you know that we have received your complaint and provides three important pieces of information about how we will handle it:

- **Your unique complaint reference number.** When you first contact us about a query or complaint, we log this on our customer portal and give you a unique reference number. This number will be included in all communications you receive from us, and quoting it is the easiest way to get an update on the progress of your complaint. You can also use it to track your query or complaint at [www.networkrail.co.uk/contactus](http://www.networkrail.co.uk/contactus)
- **Response time.** If you report a problem relating to safety, we will give this absolute priority. In other circumstances, we aim to respond to 95% of all station-related complaints within 20 working days.. If there are any issues affecting our overall response time we will provide you with adjusted timescales. We will also provide this information to Transport Focus, London TravelWatch and ORR.
- **The complaints process.** The service standards provided here give you all the information you are likely to need about the complaints process. We will also provide you with a brief summary of the process in the acknowledgement.

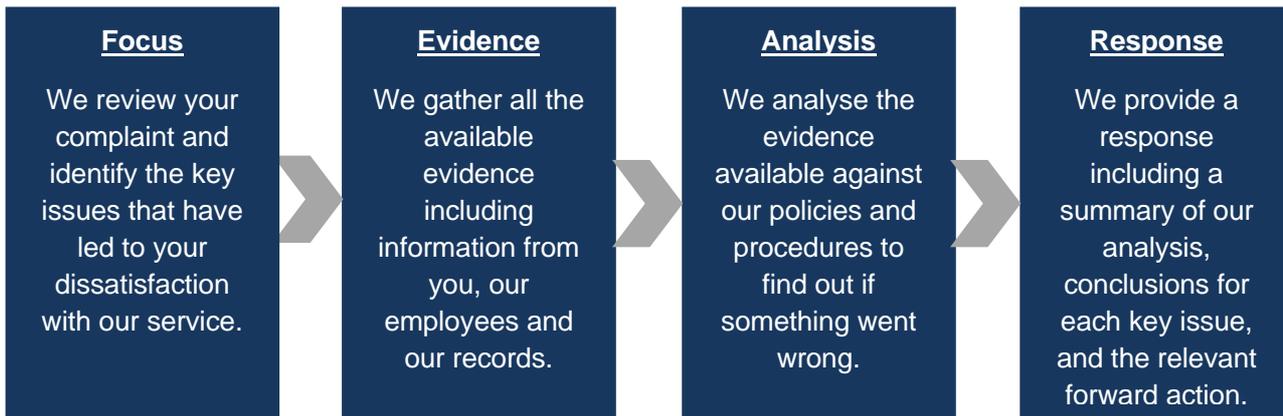
### 2 – Progress

As well as the initial acknowledgement we send to you, you can also expect further communication from us about the progress of your complaint. Each complaint we receive is closely managed by a designated advisor who will do everything possible to respond to your complaint within our committed timescale. However, if we are unable to respond to your

query within our target timescale of 20 working days, your advisor will notify you as soon as they are aware of the delay. We will let you know what we have done to address your complaint so far, the cause of the delay and when you should next expect to hear from us.

### 3 – Investigation

Every complaint that cannot be resolved at the first point of contact will be fully and fairly investigated by our dedicated customer teams. We are committed to reaching fair conclusions. In order to deliver this, our process follows these four principles:



### 4 – Response

We will always attempt to resolve your issue at the point of contact. If this isn't possible, we will respond fully, in writing. In the response, we will let you know the results of our investigation and, if appropriate, advise you on the action we have taken. Our response will be in plain English and jargon free.

If it is determined that there has been a fault in one of our processes, we are committing to learning from complaints we receive. We will adapt and improve our processes. If a complaint is made about a specific employee, a responsible manager will take appropriate action but the details of the action that has been taken will not be provided to the complainant.

In our response, we may ask you to give us feedback on the service you have received. If you choose to provide this feedback, you will have the option to opt-in to providing this information which will be shared with ORR to allow them to monitor our performance as part of their role as rail regulator. If you do not opt-in we will not provide your information to ORR.

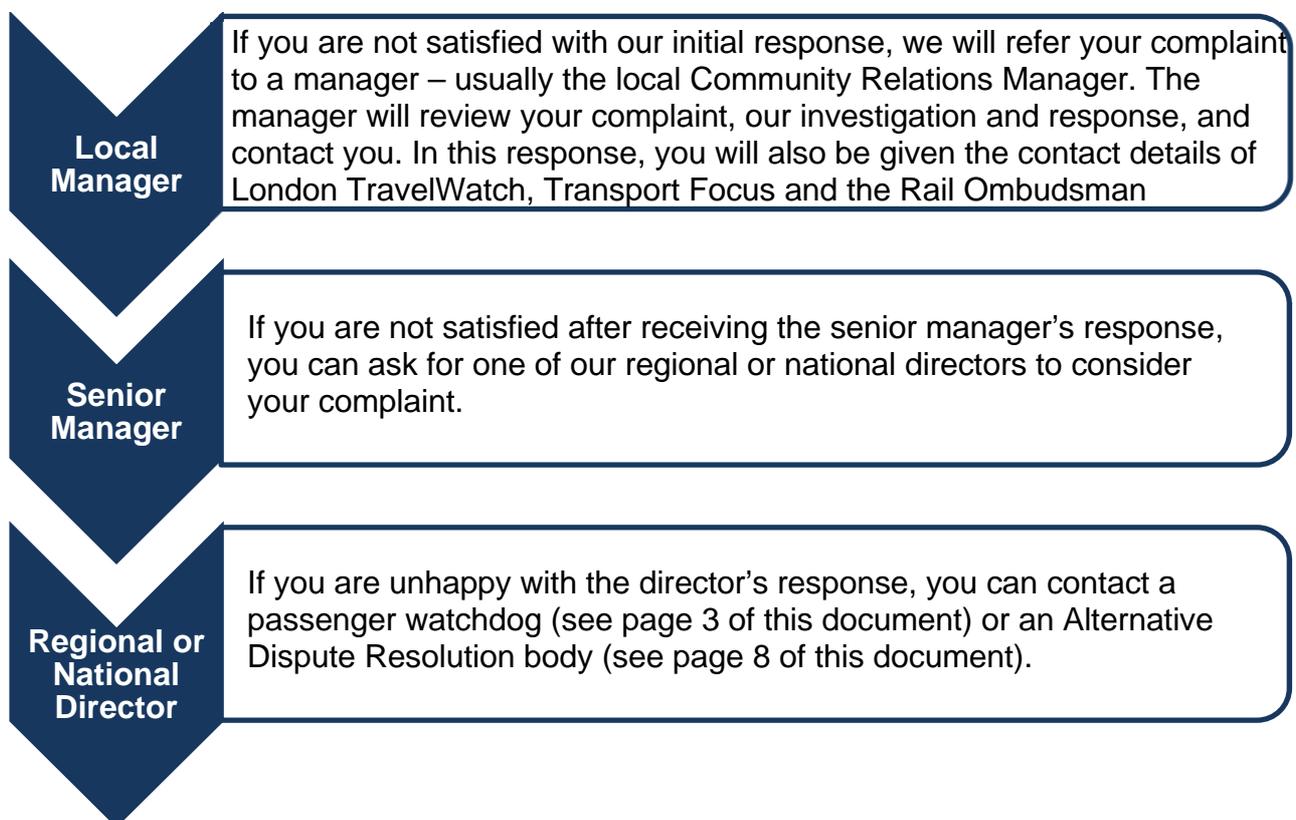
### 5 – Escalation

If you are not happy with our initial response, please let us know as soon as possible. You can do this by responding directly to the lead contact that provided the initial response. If you ask us to escalate your complaint, or we believe it should be investigated at a senior level, we follow a formal process. This ensures that passengers who are not satisfied with the

initial response have the opportunity to have their complaint investigated further. Our teams may escalate an issue for senior review for any of the following reasons:

- **Repetition** – there have been several complaints received on the same issue and we believe the cause of the problem requires senior management attention.
- **Severity** – there has been disruption or distress to the complainant as a result of inherent bad practice within our operations.

If we escalate the initial complaint for senior review, we will honour the committed response timescale for all complaints of 20 working days. If you have requested the escalation, each further review will be subject to our 20 working day response commitment. This is because each review of a complaint will be thorough and consider all the relevant details. Below, you can see who will be reviewing your complaint at each stage of escalation when it is required:



If a complaint is escalated, it will be reviewed by someone who has not previously been involved in the investigation. Each review will consider all of the information from the original complaint, evidence gathered and analysis to determine if the correct process has been followed to reach a fair conclusion. Escalation does not affect your right to appeal.

## 6 – Appeals

You may choose to appeal the result of our investigation with London TravelWatch, Transport Focus or the Rail Ombudsman. The appeals process will involve the following steps:

- **Contact** – we will appoint a primary and secondary contact to every appeal we receive. This helps us to meet our committed timescales for responding to appeals, and to make communication as effective as possible.
- **Escalation** – appeals will follow the same escalation process as above. Where possible, each review will be handled by a different person.
- **Acknowledgement** – We will acknowledge receipt of an appeal as soon as possible, and no later than two working days after we receive it.
- **Providing case details** – We will share relevant information within five working days of receiving a request for case details. If the appeals organisation has additional information since our initial review of the case, we will consider this in our review.
- **Response times** – When we receive an appeal, we will review the complexity of the case and agree a timescale for response with the appealing body. Where possible, we will respond to the appeal within ten working days. However, our timescale target for appeals response is the same as that for every complaint, within a maximum of 20 working days. If there is a specific cause for delay, we will communicate this and agree amended timescales. If there is any major disruption that is affecting our overall response time we will provide the appeals organisation with adjusted timescales.

## Stations managed by Network Rail (\*London station)

Birmingham New Street  
 Bristol Temple Meads  
 Clapham Junction\*  
 Edinburgh Waverley  
 Glasgow Central  
 Guildford  
 Leeds  
 Liverpool Lime Street  
 London Bridge\*  
 London Cannon Street\*  
 London Charing Cross\*

London Euston\*  
 London King's Cross\*  
 London Liverpool Street\*  
 London Paddington\*  
 London St Pancras International\*  
 London Victoria\*  
 London Waterloo\*  
 Manchester Piccadilly  
 Reading

To report a problem with any other station, you should contact the train operating company that manages the station. You can find the company's name and contact details at the stations page of the [National Rail Enquiries website](#).

# Freedom of Information

The Freedom of Information (FOI) Act 2000 gives you the right to ask for information that we hold. We will always seek to respond to such requests, unless there are specific reasons that we cannot (for example, if the information is commercially sensitive or if disclosure would endanger health and safety of individuals). A request for information must be made in writing. The FOI procedure is not intended to deal with standard work requests or complaints. Requests can be sent by email to [foi@networkrail.co.uk](mailto:foi@networkrail.co.uk) or in writing to:

Network Rail, Freedom of Information  
The Quadrant  
Elder Gate  
Milton Keynes  
MK9 1EN

If you are unhappy with the way we have managed your information request or the way we have limited the use or re-use of information, you can contact the Information Commissioner.

**Telephone:** 0303 123 1113 (local rate) or 01625 545 745 (national rate)

**Post:** Information Commissioner's Office  
Wycliffe House Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Online:** [www.ico.org.uk](http://www.ico.org.uk)

## Alternative Dispute Resolution Bodies

You may choose to use Alternative Dispute Resolution if you are unhappy with our response to your complaint.

### **Official name of ADR body: Rail Ombudsman**

**Address:** FREEPOST – RAIL OMBUDSMAN

**Tel:** 0330 094 0362

**E-mail:** [info@railombudsman.org](mailto:info@railombudsman.org)

**Web Address:** [www.railombudsman.org](http://www.railombudsman.org)

## Next Destination

You may also find the following documents useful:

[Making Rail accessible – Guide to policies and practices](#)

[Making Rail accessible – Helping older and disabled passengers](#)

[National Rail Conditions of Travel](#)