



London Southend Airport Station Complaints and Claims Handling - Passenger Document

London Southend Airport operates London Southend Airport Station.

This document sets out the processes we employ for dealing with complaints and claims arising from our operations at that station. These processes aim to satisfy the Office of Rail and Road (ORR) Guidance on complaints handling for licence holders 2015, our Station Licence requirements as well as our own organisations standards.

A complaint is defined as “Any expression of dissatisfaction by a customer or potential customer about service delivery by our company and/or about company or industry policies”.

The term complaint in this document covers forms of negative customer feedback received via

- Letters and e-mails
- Telephone and text phone calls
- Customer Complaint/Feedback Forms (available at the station)
- Completion of online Complaints Forms
- Face to face feedback to staff
- Social Media

How to make a complaint?

There are a number of ways you can contact us to make a complaint:

- In person to any member of our station staff, our staff have been trained to receive and pass on complaints
- Via e-mail or letter to the following:

London Southend Airport Station Manager,
London Southend Airport Station,
Southend-on-Sea,
Essex, SS2 6YF
- E-mail - rail-enquiries@southendairport.com
- Via telephone and text phone calls:
Telephone 0800 032 6294 (Free Phone 24 hours)
Telephone 03332 205 436 (using this number from mobiles or landlines will not incur any premium call rates)
Text Relay Phone - 18002 0800 032 6294 (24 hours)
- Customer Complaint and Feedback Forms:
Our Customer Complaint and Feedback Forms are readily available to all customers in leaflet holders at the station or directly from station staff. The leaflets explain the complaints handling procedure and their rights within that process.
- Via the London Southend Airport Station Website:
There is a dedicated London Southend Airport Station page available on our website.
southendairport.com/london-southend-airport-station
- Via the Rail Ombudsman
[Email: info@railombudsman.org](mailto:info@railombudsman.org)



<http://www.railombudsman.org>

When raising a complaint in order to help us investigate fully please include full details of the issues you have raised as well as contact information.

The London Southend Airport Station office team can be contacted directly by the customer and the station is manned 24 hours a day. Arrangements for telephone contact to London Southend Airport Station shall ensure that those making the complaint are only charged at local telephone rates.

The siting of notices and help points ensure that all customers can easily communicate any complaints and comments they may have. The contact details for making a comment / complaint / claim are clearly displayed on notices on station information boards.

The notices state the following options available to customers:

- Comments and complaints can be made locally to our staff on duty at the time who will endeavour to resolve any issues locally or escalate to senior management for London Southend Airport Station.
- If a complainant is unhappy with the outcome, or how the complaint was handled, you have the option of contacting Transport Focus or London TravelWatch.
- If you're not satisfied with the outcome of your complaint London Southend Airport Station are members of the Rail Ombudsman who will provide mediation to the dispute.

Note: London Southend Airport Station are party to the industry Claims Allocation and Handling Agreement (CAHA) and comply with the provisions of the codes of practice for the handling of claims made by the public against the Railway Industry

The notice board clearly displays contact information, including address, telephone number and e-mail address for making a complaint to.

- London Southend Airport Station
Telephone: 0800 032 6294
Website: southendairport.com/london-southend-airport-station
Twitter: [@southendAirport](https://twitter.com/southendAirport)
- The Transport Undertaking(s) using the Station; Greater Anglia
Telephone: 0345 600 7245
Website: www.greateranglia.co.uk
- Transport Focus;
Telephone: 0300 123 2350
Website: www.transportfocus.org.uk
- London TravelWatch;
Telephone: 020 3176 2999
Website: www.londontravelwatch.org.uk
- Rail Ombudsman;
Telephone: 0800 023 4567
Website: info@railombudsman.org

A copy of this Passenger Document will also be available at the station and on the London Southend Airport Station southendairport.com/london-southend-airport-station



Social Media Policy:

What London Southend Airport Station will do?

As social media becomes more and more accessible London Southend Airport Station recognises that there are times when this medium is used to express dissatisfaction. With this in mind London Southend Airport Station will monitor postings on social media to identify where a posting can be identified as a complaint and requires further investigation. In this case London Southend Airport Station will contact the complainant, assist them in making a formal complaint if they wish and advise them of the processes and timescales involved. The complaint will be dealt with in accordance with this Complaints Handling Passenger Document.

What we expect of the complainant:

Please do not use foul language or be aggressive, we will not tolerate this type of engagement.

Equality and Diversity

London Southend Airport Station excludes no one from lodging a complaint and all our station staff have received complaints handling training. Complaints may be received from people whose first language is not English. These, and the replies, shall be translated into the appropriate language. If a response in a different format is required (such as large print or audio) we will acknowledge your request within 2 days and dispatch copies in different formats within 10 working days of receiving the request.

We also have provisions for customers who are visually impaired or hard of hearing and a text relay service is in place. We will also provide upon request copies of our Complaints Handling Passenger Document in alternative formats such as large print, audio or braille.

We are also happy to accept complaints from guardians, carers or support workers made on behalf of a passenger with their permission or authority.

London Southend Airport Station fully complies with the requirements of the Equality Act 2010.

Privacy Policy

London Southend Airport Station have in place administrative, electronic and physical security measures to ensure that the information you provide to us is protected from access by unauthorised persons and protected against unlawful processing, accidental loss, destruction or damage in accordance with the Data Protection Act 2018.

We may collect and process the following data:

- Information you provide to us by completing forms on our website
- Information contained within completed Complaints and Feedback Forms
- Information you have provided to our staff directly or via letter or email
- Information obtained via social media interaction

All customer information will be treated in a manner that ensures confidentiality is protected. Personal details or details of information provided will not be divulged to third parties except with the written consent of the complainant. Exceptions to this are where it is necessary for us to fulfil our obligations to other organisations carrying out their statutory duties i.e. the Police, where we may have to disclose some or all of such information.



Where practical we will coordinate a single response to your complaint where it involves other license holders, where the bulk of your complaint is with another licence holder we will make arrangements for the complaint to be passed directly to them within 5 working days but will inform you when this transfer has taken place.

The Office of Rail and Road (ORR) may wish to contact a complainant to conduct research and learn of their experiences. We provide an option to opt out from being contacted on our complaint forms/website if you do not wish to be contacted.

Ownership of Complaints

A complaint about a specific train, ticket office or station shall be owned by the license holder responsible for that train, ticket office or station. London Southend Airport Stations are responsible for any tickets sold and any issues with the station only. Complaints about specific trains are the responsibility of the relevant train operating company.

Response Times

Wherever possible, customers' complaints shall be handled locally with the intention of resolving any issues there and then. Our station staff are fully trained in handling customer complaints. Where a complaint cannot be resolved immediately a full and fair investigation will take place.

Written, Emailed, telephoned comments and complaints in addition to those recognised as a complaint via social media shall be acknowledged as soon as is practicable; the aim shall be to acknowledge 100% of complaints received within 5 working days.

The length of time it takes to resolve complaints depends on their complexity, we always respond to 90% of all complaints within 10 working days and 95% of all complaints within 20 working days. In cases where a full response cannot be given within the 20 working days then an update will be sent advising the customer of progress made; thereafter, an update shall be provided every 10 working days. These limits also apply to complaints referred to us by Transport Focus.

In the event that we receive a sudden or unexpectedly large increase in the volume of complaints we shall endeavour to maintain compliance to the above timeframes but may have to put in place emergency timescales. In this event London Southend Airport Station will inform the Office of Rail and Road, Transport Focus and London TravelWatch of the reasons for, duration of and plans in place to return to published timeframes and processes in place in order to maintain the quality of our responses.

Where complaints cannot be answered fully within our published timescales, we will make the complainant aware of any potential delays and provide them with regular updates via email or letter and publicise on the LSA Station website after the target response date time has elapsed. The updates will give full details of progress being made and give the complainant the option to speak directly to someone if they choose to do so.

Note: Where internal disciplinary action is taken towards any member of staff as a result of a complaint (or complaints) we will not be able to provide details to the complainants as we must treat the details of any disciplinary as confidential.

Response and Resolution

London Southend Airport Station will provide a full written response to all complaints in plain English free of rail industry jargon, initials and acronyms. The tone and formality of the response will be appropriate to the circumstances of the complaint. If the complainant is not satisfied with the final



resolution, they will be directed to the Rail Ombudsman. London Southend Airport Station will ensure that there are no outstanding actions required regard to complaints resolution.

Rail Ombudsman

Rail Ombudsman

Web (including online chat): www.railombudsman.org

Call 0330 094 0362

Textphone 0330 094 0363

Email info@railombudsman.org

Twitter @RailOmbudsman

Post FREEPOST - RAIL OMBUDSMAN

If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman who exists to help resolve ongoing complaints between us and our customers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

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'); or
- 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 or London TravelWatch - the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Where a complaint is considered to be frivolous or vexatious London Southend Airport Station may wish to terminate correspondence with a complainant before full resolution has been reached. The decision on whether a complaint is frivolous or vexatious will only be made by the London Southend Airport Station Manager or another senior manager. London Southend Airport Station will consult with Transport Focus or London TravelWatch before terminating correspondence and will advise the complainant in writing of the reasons behind the decision. London Southend Airport Station will continue any other dialogue with the complainant on any other unrelated comment or complaint.

Compensation

Levels of redress will be determined on a case by case basis, taking into account all relevant factors. As we don't operate the train services on this route, we can only deal with issues that arise with passengers departing from the station. If you have bought a ticket but didn't use it, you may be entitled to a refund. Some tickets don't qualify for refunds, but this will be made clear to you when buying the ticket. If your train is delayed or cancelled before starting your journey, you may decide not to travel, we will refund your tickets in full. Trains are very frequent, so passengers normally wait for the next service. If you bought your ticket online,



please follow the refund instructions given on the website. If you bought your ticket from a third party, such as a travel agent, please return it to them.

Monitoring and Measuring

London Southend Airport Station monitors information relating to customer perception as to whether our organisation has met customer requirements and expectations.

London Southend Airport Station carry out internal audits conducted by qualified auditors on all station activities including complaints handling to determine the compliance, currency and effectiveness of our processes. These audits alongside analysis of complaints received are reviewed at our management meetings in order to provide the basis for analysis of trends and the mechanism for continual improvements. Feedback on any identified improvements on handling customer complaints is disseminated to all relevant staff and included in our documented processes.

Review of CHP

The CHP is reviewed annually as part of the SMS review and additionally as required if changes are made by regulatory bodies. The reviews of external documents are carried out quarterly as part of the formal review process of external legislative documents.

Lost Property

Following the discovery of any item of lost property the following process must be complied with:

- The Station Team Leader or Nominated Deputy will log all details including, date, time, description, condition, location found and finder's details (if given)
- If the contact details for the owner of the item can be found the Station Team Leader or Deputy will attempt to contact them within 48 hours if possible.
- All items will be kept in a safe and secure location.

If items have not been claimed within 3 months of being found it will be regarded as abandoned and disposal procedures will be put in place

Signed:

A handwritten signature in black ink, appearing to read "Glyn Jones".

Glyn Jones

Chief Executive Officer

Date: 13/11/2020