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# COMPLAINTS HANDLING PROCEDURE

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**Heathrow**  
Express  
The smarter way

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## 1. Introduction

Heathrow Express wants to get you from A to B, hassle-free. But, however hard we try, sometimes we will make mistakes. When we do we want to put them right quickly and conveniently. We also value your feedback and aim to learn from it, to avoid making the same mistake twice. This leaflet explains how to complain, what to expect and who you go to if you are not happy with the outcome.

### 1.1. Our promise to you

Heathrow Express commit to providing excellence in customer service at all times. This includes carrying out a full and fair investigation of all complaints we receive, regardless of which channel customers use in order to make refund requests, complaints, purchase tickets, or make other enquiries or comments. This document details the process by which these are received, investigated, fulfilled and closed.

We will provide a full written response to all complaints in plain English, free from initials or acronyms. We will ensure that all complaints are resolved and that there are no outstanding actions required on our behalf.

We commit to provide passengers with staff that are well trained, including in the handling of complaints, and to deliver a complaints process that is subject to high level governance. All complaints will be fully investigated and a satisfactory response provided. If passengers are unsatisfied, we will make the escalation procedure and options available to them clear – in this document, online and elsewhere.

## 2. Making a Complaint

A complaint is expression of dissatisfaction by a customer, or potential customer, about our service or our policy. If you are unhappy with a member of our staff, the quality of our services or facilities, or you feel we have not delivered on what we have advertised then please let us know.

### 2.1. You can contact us in the following ways:

Face-to-face – we will try to resolve your problem on the spot, this may include referring you to another member of staff, for example the station manager. If the matter cannot be resolved there and then we will either give you a contact card or refer you to our website.

Telephone – we will listen to you, record the details of your complaint and try to resolve the matter straight away, if we can. If we cannot, we will give you a reference number and follow-up on the matter. If you are seeking a refund, we will give you details of the feedback form or our postal address as refund requests must be received in writing.

Post – we will log the details of your complaint, investigate the matter and respond within 10 working days of receipt, enclosing compensation if this is appropriate.

Email – we will log the details of your complaint, investigate the matter and respond within 10 working days of receipt. We will request a postal address for compensation, if this is appropriate.

Social media – we will reply, or make a note of your feedback or contact you for an email address, if you are making a complaint, within 24 hours.

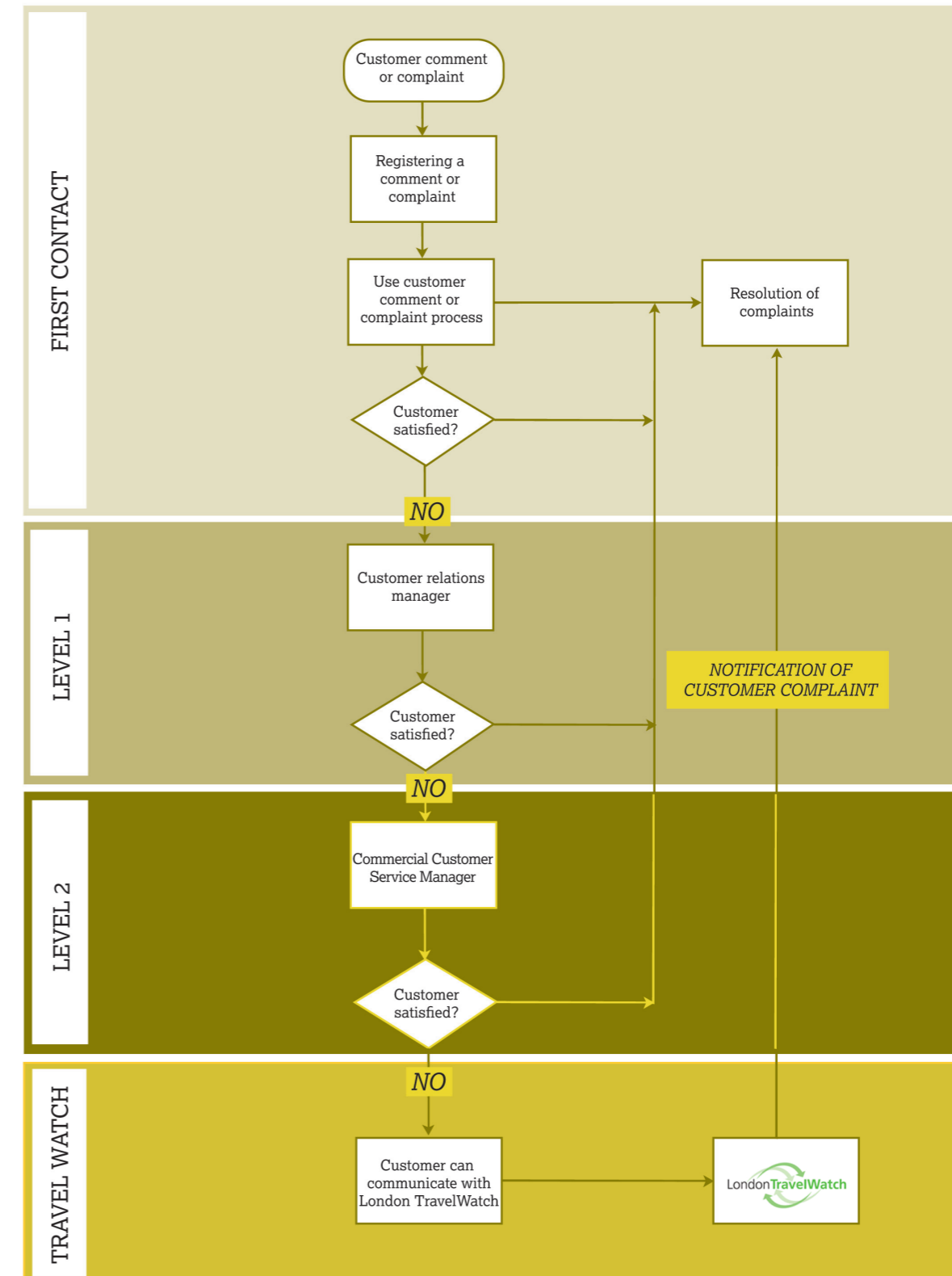
All our contact details are in the Contact Us section on page [11].

### 2.2. What to include in your complaint:

- Tell us clearly what happened
- Tell us clearly what happened
- Why you are dissatisfied
- What you would like us to do
- Any relevant evidence (for example tickets or photos)
- Your full name and address
- Your preferred contact details (post, email or telephone)
- The date, time and location of the incident such as
  - i The time and destination of the train  
(e.g. the 15.18 from Heathrow Terminal 2 & 3 to Paddington)
  - ii The location of the facility  
(e.g. Platform 6 at Paddington was untidy or the toilet in the last carriage was out of order)
- The name of the station or

## Our complaints procedure in a flow chart

Management of customer comments & complaints



## 3. What to Expect from Us

Our staff are trained to deal politely, consistently and constructively with customer feedback and complaints. This way we can deliver on *Our promise to you* (see Section 1.1). Our staff will pay careful attention to your issue or problem, using a pleasant manner. They will be empathetic, seek to understand your perspective and make every effort to satisfactorily meet your requirements – if it is reasonable or achievable to do so.

### 3.1. Response times

Contact Type	Response Target*	If Investigation Required
Letter	20 business days	Final response – 10 working days Complaint about staff – 10 working days
Email	20 business days 20 business days	Holding response – 2 working days Final response – 10 working days We will aim to respond to messages within 2 working days and give a final response within 10 working days however if a complaint is received that needs further investigation we may take longer to get back to you.
Refunds (including national rail tickets)	20 business days (once payment details received)	If National Rail related response times will be those of the related operator.
Phone	3 rings (10 seconds)	
Answer % (not abandon)	85% answered	
Call backs	1 working day	

During periods when the Customer Relations Team is exceptionally busy response times may be longer. Customers will receive a holding email, or a voicemail message depending on their method of contact, which will explain the exceptional circumstances and that we will endeavour to reply as quickly as possible.

A message explaining that we are experiencing high volumes of communication will also be clearly visible on our website and will explain that we will reply as soon as possible.

More complex complaints may also take longer to investigate, as we might need to talk to staff or other organisations, take statements, check CCTV or transaction data. If this is the case, we will let you know. We will respond to 95% of complaints within 20 working days.

## 3.2. Still not happy?

### 3.2.1. Internal appeal

Heathrow Express will make every effort to ensure that complaints are resolved, with no actions outstanding. However, if you are not happy with the way you have been treated or the outcome of our complaints process then you can ask for the matter to be escalated. Let us know exactly why you are unhappy. Our Customer Relations staff will then promptly bring the matter to the attention of the Head of Customer Relations or, in their absence, another company senior manager. Where possible, staff assessing an appeal will not have had previous sight of it.

If you wish, you can write to them directly:

By post: Heathrow Express Customer Relations Department Freepost RTXU-CZKK-YYEJ The Compass Centre, Nelson Road London Heathrow Airport HOUNSLOW	By international post: Heathrow Express Customer Relations Department The Compass Centre Nelson Road, Hounslow Middlesex TW6 2GW United Kingdom
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They will review your issue or problem again sympathetically, looking at whether the matter was handled correctly and whether the outcome was fair. They may choose to uphold the original decision or to revise it. They will write to you explaining their reasoning.

### 3.2.2. External appeal

Heathrow Express will make every effort to ensure that complaints are resolved, with no actions outstanding. If you're unhappy with our reply please let us know. Alternatively you can write to London TravelWatch, independent consumer watchdogs, established by Parliament to protect and champion passengers' interests. They will consider your case and, where they believe it is appropriate, will follow things up with us on your behalf. These details will be provided to customers in our second substantive response to your complaint.

We will ensure that London TravelWatch have all the relevant information they need to review cases – something of value to passengers and the industry. The provision of such data is covered in the individual CHPs signed by each operator/provider and is therefore compliant with Data Protection regulations. We will aim to provide any information requested within 3-5 working days, and acknowledge receipt of an appeal within 2 working days. We will aim to respond to appeals within 10 working days and we will write to you if we require longer, in difficult or challenging cases.



### 3.2.3. Alternative dispute resolution

Where we are unable to resolve your complaint internally, we are required to advise you that “Ombudsman Services” who are providers of Alternative Dispute Resolution (ADR) services for the rail industry and who could deal with your complaint, if we were also participating in ADR. However, as London Travelwatch already provide a mediation service for passengers in the rail industry, we will not participate in the ADR process offered by Ombudsman Services

Ombudsman Services  
PO Box 730  
Warrington  
WA4 6WU  
Tel: 0330 440 1614  
www.ombudsman-services.org

### 3.2.4. Online dispute resolution

An online complaint refers to a complaint made in relation to an online purchase via our website. Where we are unable to resolve your online complaint internally, consumers should be aware of the Online Dispute Resolution process. Further details may be found at: <http://ec.europa.eu/>

### 3.3. Frivolous or vexatious issues

If a member of staff deems a complaint to be untrue or unfounded and when a customer refuses to accept a valid response, Heathrow Express may terminate correspondence. In this instance, the customer will be informed by the appropriate communication method – email or letter dependent on how the case has been dealt with up to this point and the decision will be made by the Customer Relations Manager who will document it for future reference.

In this instance, if the customer believes this response is not appropriate they are able to contact London TravelWatch and we will provide them with full contact details in order to do so (*see Section 3.2.2 above*).

### 3.4. How we manage customer information

In line with our obligations under the Data Protection Act (DPA) 1988, Heathrow Express will ensure that complainants’ confidentiality is protected. Personal details or details about complaints will not be divulged to third parties, except with the written consent of the complainant.

### 3.5. Ownership of complaints

- When Heathrow Express has caused a delay to a journey, it will be dealt with by Heathrow Express.
- When complaints relate to Network Rail as a supplier, for example in the case of a signal failure, Heathrow Express will deal with the complaint.
- If a complaint relates to a different rail provider, for example where a passenger has collected or bought tickets for another provider at a Heathrow Express station the complaint will be redirected to the other train company if the root cause of the issue does not lie with Heathrow Express. The process we will follow will ensure;
  - i Heathrow Express forward the passenger’s complaint to the train provider directly and inform the complainant that we have done this.
  - ii If the complaint involves more than one party (or licence holder), we will coordinate a single response on behalf of all licence holders.
  - iii If the bulk of the complaint rests with another licence holder, we will pass it on to the more appropriate party and inform the complainant of our action.

## 4. Continuous Improvement

Heathrow Express has embedded a continuous improvement process. This involves regularly reviewing our policy and its effectiveness to ensure we are delivering on our commitments to you.

### 4.1. Learning from complaints

We do this by collating the complaints centrally and classifying them. We can then monitor and audit our performance and seeing what lessons we can learn from the contents of the complaints and comments we receive. We then use the intelligence gained to make changes in light of our findings.

We report on our complaints performance internally every month to the Heathrow Express Senior Leadership team and Non-Executive Directors chaired by the Business Lead This ensures our directors and managers have a good understanding of our customers’ concerns. The board reviews our performance against our internal targets and the volume of complaints, broken down by class of complaint, and whether they are increasing or declining. The board also considers what action, if any, should be taken in light of the volume and nature of the complaints and feedback received, and who should own that action. It also reviews the effectiveness of remedial measures taken at previous meetings.

We review complaints about individual staff members, mindful of the wider context, and consider what action, if any should be taken, for example refresher training. The Safety Team are responsible for considering whether any injury sustained by a customer is reportable to ORR under RIDDOR.

We also report to the Office of Rail and Road each period.

Our Customer Relations Manager reviews our CHP, and our auditing and monitoring processes at least once a year. We will consult with London TravelWatch during the review.

### 4.2. Pro-active learning

In addition to reacting to feedback, we also actively seek out other sources of business intelligence. This includes the use of the National Passenger Survey, our own regular customer surveys as well as commissioning ad hoc research projects. Examples of the latter recently include our Surface Access Report and our Social Listening Report – which allows us to measure customer sentiment as well as just complaints. These findings are closely monitored at board level and inform both operational and strategic thinking.

## 5. Contact Us

As well as being here to help with your queries and complaints, we would love to hear your feedback on how we can improve our service.

### You can contact us via:

Our Feedback Form on our website  
[heathrowexpress.force.com/feedback](https://heathrowexpress.force.com/feedback)

Our Complaint Form on our website, use our Customer Query Form (link above) and choose “complaint” in the query drop down.

### Phone

Our Customer Relations Department is on +44 (0) 345 600 1515  
Open 09:00-17:00hrs GMT Monday-Friday.  
Calls from the UK to this number are charged at the local rate. Costs from international networks may vary.

### Post

Heathrow Express Customer Relations Department  
Freepost RTXU-CZKK-YYEJ  
The Compass Centre, Nelson Road  
London Heathrow Airport  
HOUNSLOW

### International Post

Heathrow Express Customer Relations Department  
The Compass Centre  
Nelson Road, Hounslow  
Middlesex TW6 2GW  
United Kingdom

### Social Media

You can contact us on Twitter @HeathrowExpress

On social media channels all enquiries are responded to on weekdays from 7am to 9pm and on weekends from 8am to 6pm, with further operational updates outside of these hours.

Please include an email address and contact phone number in your letter to enable us to contact you about your query.

## 6. Compensation and Refunds

We will give customers compensation for delays to their journey. As a minimum this would be in line with National Rail conditions of carriage, however Heathrow Express has an in house Delay Repay scheme, details of which can be found in this leaflet.

### 6.1. Compensation

Customers whose journey on Heathrow Express is delayed by more than 15 minutes are entitled to compensation equal to 50% of the Heathrow Express portion of their journey. If their journey on Heathrow Express is delayed by more than 30 minutes, they are entitled to compensation equal to 100% of the Heathrow Express portion of their journey. Any delays of 15 minutes or less will not result in entitlement to any refund. Compensation will be payable by the same method as which the ticket was originally purchased, if a ticket was purchased by cash, customer services will contact customer to agree a method of payment. If we can't refund by original method then the customer will be contacted to seek an alternative preferred method. Applications can be made via the website, by phone or by letter and should detail the circumstances involved.

We are committed to raising awareness of compensation rights amongst passengers. We will do this by; making announcements on delayed services; providing details on our website; through social media; prominent displays in stations; and by distributing Customer Refund cards on delayed services or where a staff member identifies through discussion with a passenger that they may be entitled to compensation. Staff will be trained accordingly.

### 6.2. Refund

Refunds for tickets bought at any Heathrow Express sales point can be obtained, if requested, in person within twenty minutes of the ticket purchase and will be credited the same way as the ticket was originally purchased. Other refund requests need to be made to the Heathrow Express customer relations team in writing or by telephone. Refunds by customer relations will be credited to the card account used to purchase the ticket or where this is not possible by cheque. Refunds on tickets bought on the Heathrow Express website will be made by crediting the card account used for the purchase. Where it is not possible for refunds to be made by either of these methods alternative arrangements will be made at the discretion of customer relations.

### 6.3. Claims for personal injury

Our [Head of Safety] will investigate the matter and then forward your claim details to the [Customer Relations Manager], who will also consider whether the matter is reportable under RIDDOR.

### 6.4. Damage to clothing or property

If you submit to us the damaged article and details of the circumstances in which the damage occurred, we will consider repairing or replacing it.

### 6.5. Request for insurance letter

If you requests an insurance letter, we will respond within 48 working hours of receipt. Please provide accurate information regarding the date, time and your direction of travel.

## **6.6. Publicising the details of our complaints process**

We will ensure customers are aware to whom they can complain by making details available via:

- Contact cards, distributed by staff on platforms and trains
- Prominent displays at stations
- Social media
- Our website.

## **6.7. Accessibility requirements**

Copies of the customer facing version of this document, Heathrow Express Contact Cards and the Heathrow Express Conditions of Carriage are available in Braille and Large Print formats and can be provided on request.

A parent, carer or support worker may make a complaint if the person who has grounds to complain is a child, cannot make the complaint themselves because of physical or mental incapacity, or has asked you to act on their behalf. If a customer asks someone else to act on their behalf they must give their express permission to a member of our Customer Relations Department, either verbally over the telephone or in writing.