COMPLAINTS HANDLING PROCEDURE

January 2024

Heathrow Express

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 document 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 colleagues 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 an expression of dissatisfaction by a customer, or potential customer, about our service or our policy.

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 colleague, 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 straightaway, 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, 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 7.

2.2 What to include in your complaint

- Tell us clearly what happened
- Why are you dissatisfied
- What would you 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:
    - The name of the station
    - The time and destination of the train (e.g. the 15:17 from Heathrow Terminals 2 & 3 to Paddington)
    - The location of the facility (e.g., Platform 6 at Paddington was untidy of the toilet in the

last carriage was out of order)

3. What to Expect from Us

Our colleagues 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 colleagues 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 working days	• Final response – 20 working days • Complaints about colleagues – 20 working days
Email	20 working days	• Holding response – two working days • Final response – 20 working days We will aim to respond to messages within two 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 working days (once payment details are received)	If National Rail, related response times will be those of the related operator.
Telephone	80% of calls in 20 seconds	
Answer %	95% answered	

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 colleagues 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 colleagues will then promptly bring the matter to the attention of the Customer Relations Manager or, in their absence, another senior manager within the company. Where possible, colleagues assessing an appeal will not have had previous sight of it. If you wish, you can write to them directly:

By post:

Heathrow Express
PO Box 887
3 Manor Court
Exeter
EX1 9YT
United Kingdom

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 Rail Ombudsman

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve ongoing disputes between us and passengers. 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 are unhappy with our final response to your complaint, which will be given in a letter or email (sometimes called a deadlock letter), or
- Where we have not settled your complaint within 40 working days of receiving it, and
- No more than 12 months have passed since we went 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 or industry policy. 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 and 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.

Rail Ombudsman contact details:
Website: https://www.railombudsman.org/
Email: info@railombudsman.org
Twitter: @RailOmbusdman
Post: FREEPOST RAIL OMBUDSMAN
Telephone: 0330 094 0362
Textphone: 0330 094 0363

3.3 What happens when we disagree?

If a member of our team deems a complaint to be incorrect and when a customer refuses to accept a valid response, Heathrow Express may end 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 the Rail Ombudsman 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 complainant 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 passenger will be redirected to the other train company if the root cause does not lie with Heathrow Express.

The process we will follow will ensure:

- Heathrow Express forwards the passenger's complaint to the train provider directly and informs the complainant that we have done this
- If the complaint involves more than one party (or licence holder), we will coordinate a single response on behalf of all licence holders
- If the bulk of the complaint rests with another licence holder, we will pass it on to the most 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 complaint 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 colleagues, mindful of the wider context, and consider what action, if any should be taken, for example refresher training.

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

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

4.2 Proactive learning

In addition to reacting to feedback, we also actively seek out other sources such as focus groups. This includes the use of the National Passenger Survey (NPS), 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 and inform both operational and strategic thinking.

5. Contact Us

The quickest way to contact us is our Customer Query and Feedback Form on our website:
https://www.heathrowexpress.com/about-us/contact-us#/ where we are obliged to respond to your query within 20 working

days. When completing the form, choose ‘complaint’ in the query drop down.

By Phone
You can contact our Customer Relations department on +44 (0)345 600 1515. Our Customer Relations team are available Monday to Sunday 09:00 to 17:30 and will endeavour to answer your call within 30 seconds. Our phone number is a local rate service. (Costs from international networks may vary). Our friendly team will be happy to help with complaints, refunds, compensation claims and general enquiries.

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

Heathrow Express
PO Box 887
3 Manor Court
Exeter
EX1 9YT
United Kingdom

Social Media
Via Twitter or Facebook at @heathrowexpress

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 document.

6.1 Delay Repay

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 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 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 colleague identifies through discussion with a passenger that they may be entitled to compensation. Colleagues are 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. Tickets purchased online through the website or mobile App can be refunded using the self-service tool. 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. 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 Safety team will investigate the matter and then forward your claim details to the Customer Relations Manager.

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 request 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 colleagues in stations and on-board 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.