



## Vintage Trains Complaints Handling Policy

### *Background to Operation*

Vintage Trains (VT) offers a variety of services within the Rail industry so has many different customers and stakeholders, including

- **Charter Passengers**
- **TOC's**
- **Network Rail**
- **Members of the Public**
- **Promotors**
- **ROSCO's**
- **ORR**
- **Supporting Charities**

For VT to continue to grow and thrive it is essential that we retain a consistent focus on providing a high quality service to all our customers and stakeholders and take robust action to address any concerns raised.

### *Policy Statement*

VT takes our role in helping to deliver high quality and safe services extremely seriously and are proud of the part we play on the Rail Network. We do, however, recognise that there may be times when our customers, or other stakeholders, may not be entirely happy with aspects of the way our services have been delivered. In such circumstances we have a robust complaints process designed to resolve any situation.

Full details of the process by which VT handles complaints can be found in the VT Management Procedure – Quality & Complaints Management.

In brief, VT pledges to:

- Acknowledge receipt of a complaint within 3 working days
- Investigate circumstances surrounding complaint within 7 working days
- Respond to complainants within the following targets:
  - 80% within 10 working days, and
  - 95% within 20 working days.
- If resolution is not reached, we will escalate the issue to a senior level and aim to reach agreeable solution within 20 working days
- Monitor customer satisfaction at senior level at least monthly
- Conduct regular Customer satisfaction surveys

Ben Mason  
Business Manager *May 2016*