

# SERVICE QUALITY REPORT

GB Railfreight

Service Quality Report by  
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- **INFORMATION AND TICKETS**

Stewards are provided by the chartering company in order to facilitate service on the train, these will act in accordance with their own defined employers standards.

- **PUNCTUALITY OF SERVICES AND PRINCIPLES TO COPE WITH DISRUPTION**

**Disruptions** Disruptions are to be managed by our control department in alignment with their standards manual section 4.4: disruption of services. GBRf's commercial team will then inform our customers of disruptions to the service. Passengers on our charter trains will have a "train manager" available to them on the train who will provide information on disruption and be the first point of contact in the case of disruption. Our third parties who handle the bookings for charter trains are responsible for reporting disruptions out to those not on the service.

**Cancellations:** GB Railfreight's objective is to run all services ordered by the customers and to keep the customer informed of any delay to their train. If a Cancellation is unavoidable, the customer **MUST** be informed as soon as possible. In regards to charter services the third party provider will inform public customers of the cancellation of the service and offer refunds appropriately.

- **CLEANLINESS OF ROLLING STOCK**

Maintenance and cleaning of our passenger services is carried out by the third parties who are responsible for the organization of our passenger services. GBRf strictly maintain and clean our own locomotives only.

- **CUSTOMER SATISFACTION SURVEY**

Our customer satisfaction survey is completed a year in arrears, responses are scored from 1-9 with 9 being that the best possible service was received. Any response that scores 3 or lower is deemed of high importance and the commercial managers will make contact with the customer to discuss and produce actions to rectify. The survey for public customers boarding our charter services will fall under the third party organiser for the service.





## ● COMPLAINT HANDLING

**Procedure:** Customer complaints within GBRf are directed to the relevant contract manager who will acknowledge the complaint within 7 days, create actions to resolve and then feedback to the customer.

Public complaints are forwarded to the HSEQ management who in turn appraise the regional manager and other stakeholders of the action to take to resolve.

The SEQ manager will facilitate an initial response to the complainant within ten (10) working days of receipt, open a report on the management system and arrange for appropriate action nominee(s) to be identified, tasked with establishing a satisfactory conclusion to the complaint. A target completion date will be agreed with the action nominee(s) for the necessary corrective/preventative action, with the respective CAPA endorsed accordingly on the management system. The complainant will be informed of progress relating to the complaint when possible unless new information is not available. The complaint should be closed within 3 months if possible.

Regarding passenger trains, public complaints are handled by the third party organiser for our passenger services. The organiser will issue refunds and compensation in line with their own standards.

- **NUMBER OF COMPLAINTS AND OUTCOME**

GBRf has received 13 public complaints in 2020. Of these 0 are regarding our passenger services and charters. Of these 13 complaints, all 13 have been closed.

- **CATEGORIES FOR COMPLAINTS**

10 Noise and 3 fumes complaints.

- **RECEIVED COMPLAINTS**

We closed all complaints in 2020 completely.

- **AVERAGE RESPONSE TIME**

Data not available due to migration from complaint management system to new excel based solution.

- **ASSISTANCE AND ACCESSIBILITY**

Assistance procedures and statistics will be held by the third party charter organiser.



Complaint category (level 3)	P1-P13 volumes (taken from section A level 3 category)	Commentary
<p>Example of complaint topic (level 3 category):</p> <p>e.g. Provision of information on website or mobile apps</p>	<p>Section A complaint volumes for each category</p>	<p>Example (to be provided with level 3 examples): TOCs should provide some commentary as to what is driving the volumes of complaints in this category and explain clearly what actions they have made to address them, and what effect that has had</p>
<p>Noise</p>	<p>10</p>	<p>Noise monitoring across multiple locations has been undertaken by an SEQ manager in order to ensure levels are within acceptable boundaries. Potential corrective action has been considered as mentioned below</p>
<p>Fumes</p>	<p>3</p>	<p>Company wide consideration of alternative types of locomotive which produce less fumes and noise has been undertaken. No more information can be released at this time</p>

SO RELIABLE IT  
**MAKES  
SENSE**

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**GB Railfreight**

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