

SERVICE QUALITY REPORT

2023-2024

- **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 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. 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 received 11 public complaints from 23-24. Of these 0 are regarding our passenger services and charters. Of these complaints, all have been closed.

- **CATEGORIES FOR COMPLAINTS**

We received complaints in the categories – Noise, Staff etiquette, company processes, security & privacy, vibration, light pollution, ground pollution

- **RECEIVED COMPLAINTS**

We closed all complaints in 23-24.

- **AVERAGE RESPONSE TIME**

Awaiting new system for handling complaints, unavailable.

- **ASSISTANCE AND ACCESSIBILITY**

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

Complaint category (level 3)	P1-P13 volumes (Commentary
Example of complaint topic (level 3 category):	Section A complaint volumes for each category	Example (to be provided with level 3 examples):
Noise	7	Complaints due to locomotive idling while held on-site, on possession, or at signals. Difficult to control at GBRf as turning off and starting the loco presents operational & performance risk and a much higher increase in noise when compared to idling. Some complaints regarding the use of the horn in appropriate scenarios which have been resolved
Staff Etiquette	9	Complaints regarding GBRf staff parking work vans near their homes, taking up grass verge's, multiple parking spots, etc. Driven by the increase in the number of company vans. Some complaints about staff being rude towards members of the public while in uniform or out of work. Resolved on a case-by-case basis.
Company Process	1	Individual unhappy with off-boarding process, not all PPE retrieved from individual, collection arranged. Recruitment of training administrator to assist off-boarding.
Security & Privacy	1	Query regarding CCTV and protection of privacy, claimant was shown stills and happy that there was no breach.
Vibration	2	Complaints regarding vibration from GBRf services causing high levels of vibration when passing home, these have been escalated to the infrastructure maintainer.
Light Pollution	1	Developments at a GBRf site incurring light pollution unto a local neighbourhood, re-design of the lighting tower to remove impact.
Ground Pollution	1	Report of spillage of contaminated water from a GBRf leased site (not GBRf operated). Cause of the spill identified and rectified, local clean-up operation undertaken with no pollutant reaching the nearby river.

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