

TfL Customer Services – Case Hand-Off – London Underground - 11506306 - For Investigation

Customer Consents to share details: Yes

Customer Name	Customer Email	Customer Phone

Case Details:

Date of Hand-off	Created By	Priority	Response Required By
07/02/2018 18:45	CE_System Admin_DO_NOT_DE LETE	Normal	14/02/2018 18:45
Case Reference			
11506306			

Incident Details:

Date of Incident	Queue	Area	Core Motivation
07/02/2018 17:15	LU - Resolution	London Underground	Staff
Category	Sub-Category	Explanation	Contact Type
			Complaint

Request Details

A customer has submitted a Webform that requires feedback about a member of your staff. Please investigate thoroughly and provide the required feedback, within the time given.

Additional Fields:

Station	Line	Travelling From	Travelling To
Turnham Green Underground Station	District	Turnham Green Underground Station	
Destination	Direction	Carriage No.	Train No.

Staff Description

Woman - didn't get her name I was in too much of a hurry

Case Notes:

Created By	Created On	Note
CE_System Admin_DO_	07/02/2018 18:45	Web Form Submission Note

NOT_DELETE		<p>Form Type: TubeAndRailStaff</p> <p>Received on: 07/02/2018 18:44</p> <p>Title: [REDACTED]</p> <p>First Name: [REDACTED]</p> <p>Last Name: [REDACTED]</p> <p>Email Address: [REDACTED]</p> <p>Phone Number: [REDACTED]</p> <p>Comments: District line off - getting conflicting information - asked the lady in front of the barriers quite simply if it was a delay or a suspension. She simply looked at me smugly, refused to answer and simply pointed to a white board she was writing on. I told her we were getting conflicting information and she smiled smugly, refused to answer a second time and pointed to the board was was writing on. Simply rude, uncalled for, unprofessional and showed a complete lack of respect and courtesy to somebody who paid her wages. Another customer behind me told her he'd heard that and that I had just asked a perfectly simple question. I would like to know how you are going to address this issue with this pig ignorant staff member and how you are going to provide me with compensation for the distress this has caused me,</p> <p>Date of Travel: 07/02/2018</p> <p>Time of Travel: 17:15</p> <p>Station: Turnham Green Underground Station</p> <p>Staff Description: Woman - didn't get her name I was in too much of a hurry</p> <p>Travel Mode: tube</p> <p>Traveling From: Turnham Green Underground Station</p> <p>Traveling To: Ealing Broadway Underground Station</p> <p>Line: district</p> <p>Attachment Names:</p>
------------	--	--

Impact on Customer

Handoff notes:

Created By	Created On	Note

