

Jacob Gemma

From: Hill Lee
Sent: 13 August 2018 12:04
To: Flint Emma
Subject: Re: London Underground - 11506306 - For Investigation CRM001:0144000762526

From: Area Manager Turnham Green ([REDACTED])
Sent: 08 February 2018 09:12
To: CCOInfoRequired
Subject: Re: London Underground - 11506306 - For Investigation CRM001:0144000762526

Please see response below from CSM on duty:

"Hi [REDACTED],

The member of staff was [REDACTED]

I have asked [REDACTED] what happened and also viewed CCTV of the ticket hall area at Turnham. I also spoke to [REDACTED] as he was the other member of staff on duty

The service had been suspended between Turnham and Ealing Broadway and had just resumed to severe delays.

[REDACTED] said that she was writing a CIB to inform customers of this when a man came and asked her if it affected the Richmond service. [REDACTED] replied that No it was Ealing Broadway only. The man then asked her if he could get to Richmond. [REDACTED] again told him that it was only the Ealing Broadway service affected and pointed to the CIB board where it said Ealing Broadway only. Another man then came through the gate and complained to [REDACTED] that he had been told that there was no service to Ealing Broadway. [REDACTED] explained to him that the service had just that minute resumed but with severe delays. This customer walked away but returned a few minutes later to go to the platforms

Viewing the CCTV you can clearly see [REDACTED] interacting as normal with the customers in the ticket hall. Her total interaction with the man lasted for about 45 seconds and you can clearly see her talking to him and the man just goes on through the gate. The second man does seem more agitated before he talks to [REDACTED] but he does then just leave the station and walks back in and through the gateline.

[REDACTED] doesn't remember anything specific about any customers but he did say that [REDACTED] was talking to any customers that required her assistance as [REDACTED] normally does

Regards

[REDACTED]

[REDACTED]

Area Manager Turnham Green

On 7 Feb 2018, at 18:45, CCOInfoRequired < [REDACTED] > wrote:

Dear [REDACTED]

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.

Please open the link to view the full details of the enquiry:

[London Underground Hand-off.docx](#)

A response is due by 14/02/2018 18:45

Kind regards,
CE_System Admin_DO_NOT_DELETE
Customer Service Advisor
LU - Resolution
Customer Experience, Contact Centre Operations