

Process

E0025 A1

Rail noise and vibration - customer complaints handling process

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1 Purpose

The purpose of this process is to describe how rail Noise and Vibration (N&V) complaints are recorded, assessed and the outcomes communicated to customers.

2 Scope

This process applies if you:

- are a Director, senior manager or manager and you receive a complaint about N&V
- are a manager in the Customer Centre Operations (CCO)
- manage engineering resolutions to N&V, or visit site to measure noise levels
- manage external relations.

Note: particular arrangements apply if you work at a station and receive a complaint about noise or vibration.

3 Process

The process is shown in attachment 1, this section 3 refers to steps in the process. The respective accountabilities for CCO, engineering and community relations are shown by the process swimlanes.

3.1 Keeping the customer informed (step 0)

See attachment 1 for the minimum customer contact points and their associated timings expressed as the maximum elapsed time (in calendar days).

The complaints clearing group is led by CCO to check that the overall process is working effectively and as efficiently as possible.

The complaints clearing group meets daily and:

- reviews the status of all complaints based on actions decided at the last working group or ongoing maintenance and remedial work
- reviews the performance of complaints handling against performance measures
- takes action if a complaint isn't being dealt with properly
- checks responses to customers during the previous 24 hours and reviews them for accuracy and completeness
- considers how new complaints received in the previous 24 hours should be progressed

3.2 Recording the complaint (steps 1 to 3)

All complaints must be recorded by CCO.

If you are a Director, senior manager or manager and you receive a complaint about N&V, you must send the details to CCO at ccolunoisecomplaints@tfl.gov.uk straightaway.

Note: read attachment 2 to find out how to reply to a customer to let them know how their complaint is being handled

If you receive complaints when visiting site to take N&V measurements, you must send the details to CCO at ContactUs@pcrm.tfl.gov.uk straightaway.

If you manage external/community relations and receive a N&V complaint, you must send the details to CCO at ContactUs@pcrm.tfl.gov.uk straightaway and clearly identify whether the complaint should be escalated.

As a manager in CCO you must ensure that:

- all complaints are triaged and assessed. Known issues will be included in knowledge packs and on the knowledge base
- customers who complain non-verbally to CCO or others in TfL are contacted within 24 hours of CCO receiving the complaint, either from the customer directly or via others in TfL
- at the first verbal customer contact, as much information is provided as is available to you
- you allocate a dedicated member of your team to deal with each customer's complaint and provide their name to the customer at the first verbal contact
- dedicated members of your team talk to their customer within 72 hours of receiving the complaint to provide a quick resolution, update or to arrange a visit to take readings, see 3.3
- all complaints are initially recorded on the Customer Relationship Management SAP (CRM SAP) database and the database kept up to date thereafter
- N&V complaints are escalated to community relations for them to deal with if:
 - you assess the complaint to be high risk because of participants in the conversation or if community relations has had previous dealings with the customer making the complaint
 - external/community relations asks you to
- Directors, senior managers and managers are contacted straightaway when they forward complaints to you and provided with:
 - the complaint reference number
 - advice on how to reply to the customer, if required
 - the name of the person in your team who will provide the customer with updates

- all N&V complaints are sent to SMBRailNoiseandVibra@tfl.gov.uk within 24 hrs of receiving them and that engineer's reference numbers are subsequently cross-referenced to the relevant complaint.

Note: if you work in the CCO team use procedure LU-PROC-004 'London Underground Trackside and Environment Contact Handling' to create and manage complaints.

3.3 Engineering assessment (steps 3 to 4)

This section refers if you manage engineering resolutions to N&V, or visit site to measure noise levels.

When you receive a complaint from CCO you must first provide an engineer's reference number back to CCO straightaway and then assess the complaint.

Within 72 hours you must determine whether N&V measurements are required

If the complaint relates to a known issue, you must complete the known resolution details in the N&V database within 5 days of receiving the complaint from CCO.

If the complaint relates to an unknown issue you must arrange to:

- undertake a track walk and assessment
- visit the resident and take readings, if necessary.

Within 14 days of receiving details of the complaint from CCO you must have analysed the assessment and any readings taken, to determine the next steps based on existing maintenance and renewal plans, or other remedies/interventions.

You must update the N&V database as actions are completed.

Note: see attachment 3 for the engineering process to manage rail noise.

3.4 Determine solutions (step 5)

The N&V working group is led by engineering and responds to N&V issues by investigating, planning and prioritising maintenance and remedial work.

The N&V working group meets weekly and:

- investigates all rail noise complaints
- establishes priorities and decides on actions based on community impact, noise levels, rail condition and available budget
- plans and evaluates remedial/mitigation action
- CCO records status updates, to help them keep customers informed
- provides data and information to community relations to help them manage stakeholders.

If you manage engineering resolutions to N&V, you must update the N&V database with the outcomes of each meeting of the N&V group.

Note: the N&V steering group governs the working group, see attachment 4 for the steering group's terms of reference.

3.5 Determine management plans and monitor implementation (steps 6 and 7)

If you manage engineering resolutions you must:

- include agreed remedies - based on outcomes from the N&V working group - in your track management plans within 10 days of a resolution being decided
- monitor the implementation of the plans
- keep the N&V database up to date.

4 Person accountable for this document

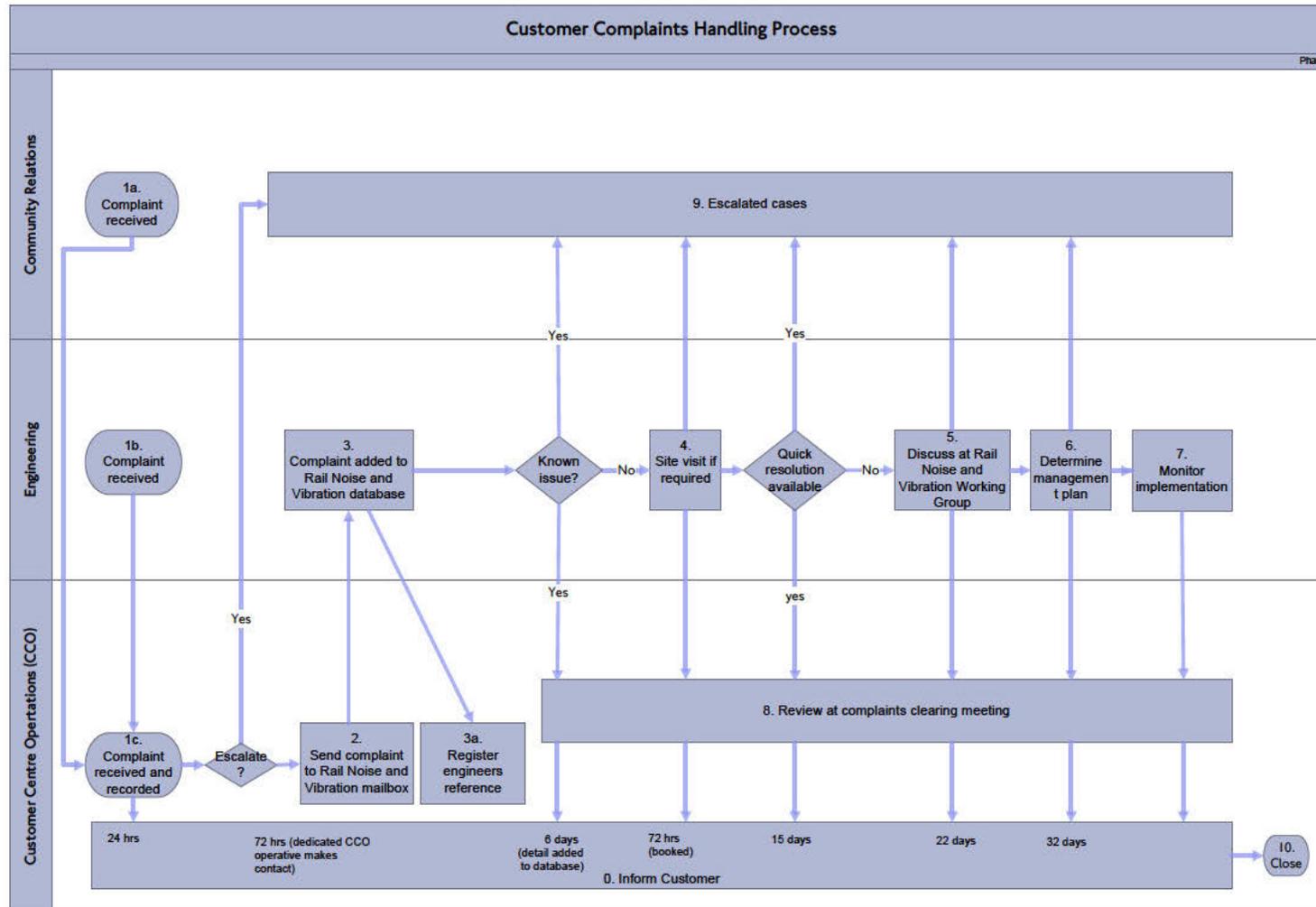
Name	Job Title
[REDACTED]	First Contact Manager

5 Document history

Issue no.	Date	Changes	Author
A1	August 2016	New document, required by night tube, change number 04931.	[REDACTED]

6 Attachments

6.1 Customer complaints handling process



Printed copies of this document are uncontrolled.

6.2 Guidance for Directors, senior managers and managers

As a Director, senior manager or manager you need this guidance if a customer sends a complaint about N&V directly to you.

A mailbox is available to support you if you are contacted directly by anyone about a N&V complaint ccolunoisecomplaints@tfl.gov.uk.

A dedicated contact centre management team will ensure that all complaints received are reviewed and actioned according to your requirements.

A visualisation tool called the 'customer contact dashboard' is available on the intranet to give a clear indication of a complaint's status, you will also get regular, direct feedback via the contact centre team if you ask for it.

Send details of all complaints you receive to this mailbox, even if no customer response is required, so that they can be recorded. This will give TfL visibility of the location, number of problems and highlight 'hotspots'.

Please provide:

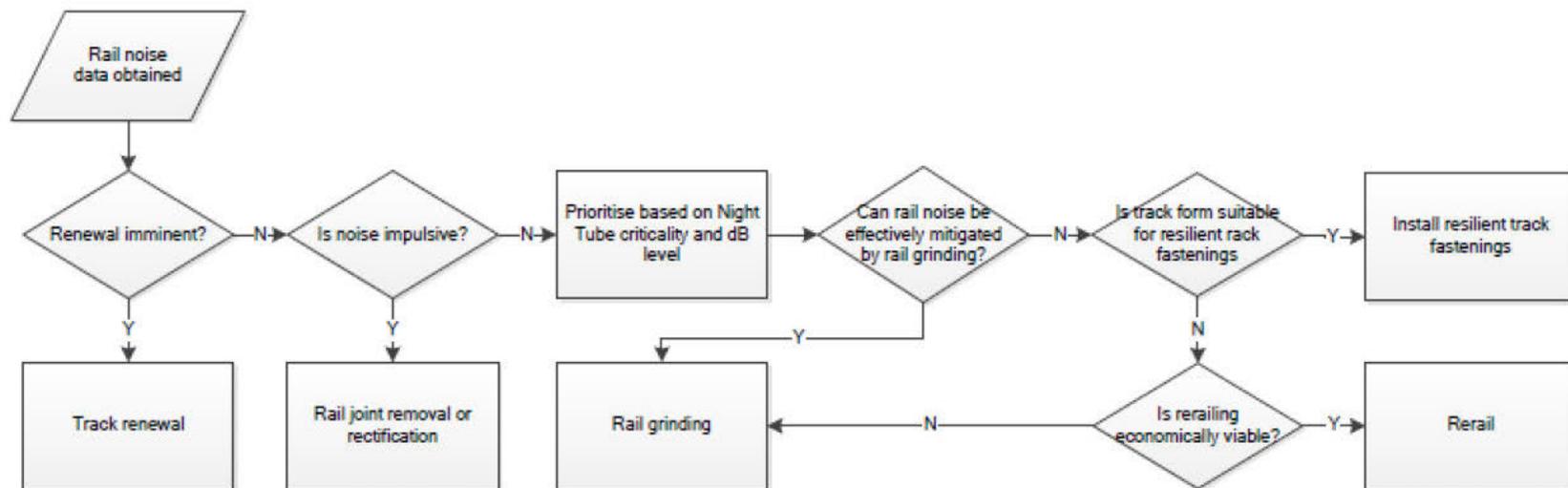
- details of the complaint
- how would you want this complaint handled? For example, do you want:
 - The contact centre team to deal with this complaint and respond to the customer
 - Community relations to deal with this on your behalf
- copies of any correspondence
- any additional information that you think may be useful.

You will receive confirmation of receipt by return and someone from the contact centre will call back within 24 hours with:

- your customer's reference number
- advice on how to reply to the customer, if you need it
- the name of the person who will be your contact for the customer's complaint, for future updates.

6.3 Rail Noise Management : Engineering Porocess

Rail Noise Management: Engineering Process



6.4 Terms of reference for the N&V steering group

The role of the Steering Group is to oversee TfL's approach to managing N&V ahead of the introduction of Night Tube:

- approve proposals for guiding principles and policies for assessing and evaluating noise and vibration impacts across the network
- set a strategic direction, objectives and measures for N&V management across LU
- brief the Commissioner as required about matters concerning N&V on LU
- make decisions on mitigation and management actions that present a conflict to existing schedules, have a significant budgetary impact or cannot be agreed within the N&V working group
- govern the N&V working group.