

Centrebus Complaints Handling Procedure

David Brookes & John Murray

- ### Centrebus - Overview
- ▶ Head Office (& Customer Services) based in Leicester
 - ▶ 6 depots, located in: Grantham, Leicester, Corby, Buxton, Luton, Stevenage
 - ▶ Rutland services 12,146, RF1, RF2 operate from our Grantham Depot
 - ▶ Grantham Depot operates 37 buses and employs around 50 drivers
 - ▶ The depot recorded approximately 935,000 passenger journeys last year
 - ▶ Each month, we receive around 3.5 complaints per 10,000 passengers journeys.

- ### Complaints Procedure How to Complain
- ▶  Customer Services Team, 43 Wenlock Way, Leicester, LE4 9HU
 - ▶  0116 410 5050
 - ▶  help@centrebus.co.uk
 - ▶  www.centrebus.info/contact





The Team

- ▶ 2 Part time Customer Service Agents: Len and Michelle. Answer the phones and log complaints
- ▶ Always at least 1 person on the phone between the hours of 0900 - 1730 M-F. Sometimes 2 at busy times of the year
- ▶ 1 Admin Assistant: Jo. Writes and send final responses following investigation.
- ▶ Commercial Manager: Bijel. Has overall responsibility for the customer service team.
- ▶ All of the above based at Head Office in Leicester
- ▶ Operations Manager: John Murray. Investigates complaints at depot level. Based in Grantham

The Process







The Investigation Process - Tools

- ▶ CCTV - but not yet fitted to all vehicles. Ongoing process. 
- ▶ AVL (tracking data) - shows the route the bus took and whether it was late or on time. 
- ▶ Ticket Machine data - shows where the driver boarded passengers and issued tickets 
- ▶ Interview - the driver's account of what happened 
- ▶ In each case, some, or all, of the above tools will be used to get to the bottom of what happened.

The Investigation Process - Potential Outcomes

- ▶ Sustained route punctuality problem - we will look at the timetable and work with Rutland CC to try and improve it.
- ▶ One-off route punctuality issue - we will investigate and find out why the service was disrupted and give an apology and an explanation.
- ▶ Vehicle breakdown causing disruption to service - we will investigate, inform the passenger, and ensure the mechanical failure has been dealt with.
- ▶ Driver rudeness/conduct issue - we will interview the driver concerned and either refresh/retrain or take more formal disciplinary action if required.

Centrebus Customer Care Policy - Targets & Measures

- ▶  **Target is to answer within 30 seconds, and an apology given if it takes longer. Aim to answer 98% of calls first time. Details of all calls which cannot be resolved immediately over the phone will be passed forward for handling, and a written response or acknowledgement sent within 3 working days, including a full response within 28 working days.**
- ▶  **By Post: All customers who make contact by post will be sent a reply within 7 working days. Issues that cannot be followed up in this timescale will be acknowledged, and a response sent if necessary at a later time, usually within 28 working days.**
- ▶  **By Email: Customers who make contact by email will receive an email acknowledgement within 3 working days. Issues that cannot be followed up in this timescale will be acknowledged, and a response sent if necessary at a later time, usually within 28 working days.**
- ▶  **Where praise is received about good service, details will be passed on to the employee/s concerned.**

Thank You
