

southeastern

How we deal with complaints

April 2023

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Easy
Read

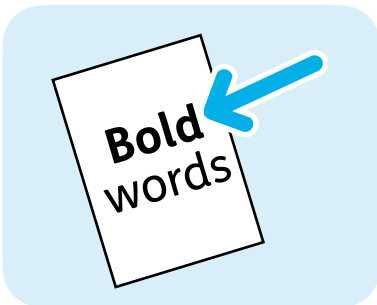
Easy Read



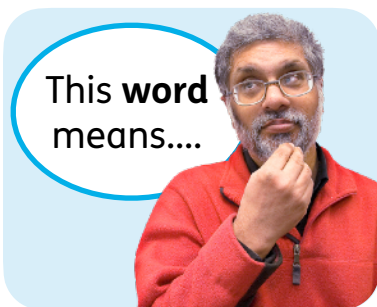
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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About this booklet



Southeastern runs train services in the South East of England.



We want to give a safe and welcoming train service to our customers.



But sometimes things go wrong and people want to complain.

This booklet explains:



- How you can make a complaint.



- How we deal with complaints and what happens next.

How to make a complaint



If you want to make a complaint, you can do it in different ways.

Talk to our staff



If you are on a train or at a station you can talk to our staff.



They will be happy to help you and will try to sort out your complaint there and then.



They can also give you contact details for our Customer Services team if you are still not happy.

Contact our Customer Services team



Our team can help sort out your problem.

You can contact us 24 hours a day, 7 days a week by:



- Website: www.southeasternrailway.co.uk/contact-us



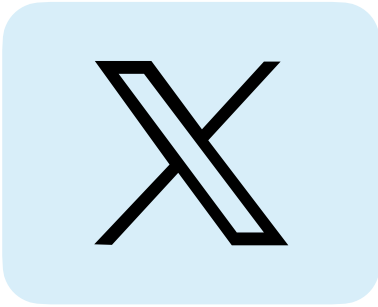
- Telephone: 0345 322 7021



- Text Relay (for people with hearing impairments):
18001 0345 322 7021



- Post:
Southeastern Customer Services
PO Box 8625
Swadlincote
DE11 1HZ



- X: [@SE_Railway](https://twitter.com/SE_Railway)



- Whatsapp: 07866 002 690



Meet a manager

You can speak to one of our managers in person or online.



To find out when and where you can speak to a manager, please go to our website:

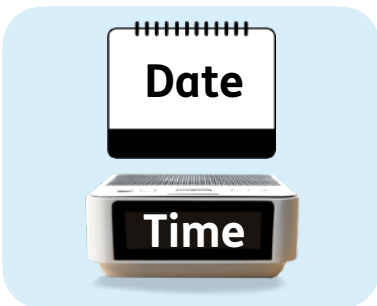
www.southeasternrailway.co.uk/meetthemanager

What to tell us about when you complain

Make sure that you tell us:



- Your personal details, like your name, address, email address and phone number.



- The date and time of your journey or the station you are complaining about.



- The type of ticket you had - please send us a picture of your ticket.



- How you would like to be paid, if you are asking for money from us.



- What the problem was and anything bad that happened to you.



- What the staff member looked like, if you are complaining about a staff member.



- What you would like us to do about the problem.

How we will deal with your complaint



We take all complaints seriously and deal with them in a fair way.



When we get your complaint, we will:

- Look into your complaint.
- Find out what happened.
- Try to sort it out.



We will look into your complaint as quickly as we can.



We will write to you when we have done this and tell you what we have done.

How long we will take to look at your complaint

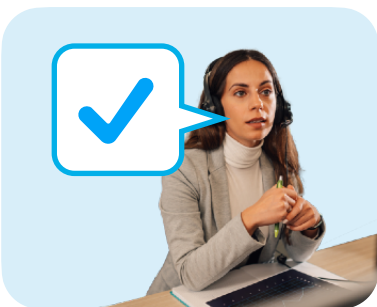


We will let you know what we have done about your complaint as soon as we can.



If you call us with a complaint, we will try to:

- Answer your call within 30 seconds.



- Try to sort out the problem on the phone.



- Write to you within **10 working days** if we cannot sort the problem out on the phone.

Working days are the usual days of work, from Monday to Friday.



If you fill in the form on our website or write to us, we will try to write back to you within 10 working days.



If we need more time to look into your complaint, we will tell you and try to write to you within 20 working days.

If your complaint is about another train company

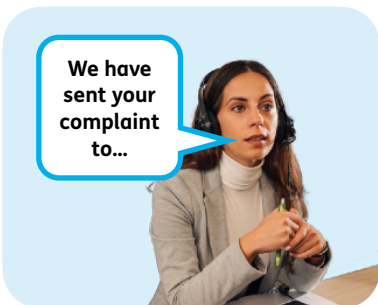
If you send us a complaint about another train company, we will:



- Answer any issues about our train services if they are part of your complaint.



- Send your complaint to the Customer Services team at the company you are complaining about.



- Tell you where we have sent your complaint to.



If your complaint is about a ticket or service from another company, you will need to complain to them.



If your complaint is about the railways, like fences or crossings, please contact Network Rail:
www.communications-crm.custhelp.com



If you have a problem with your Oyster card, you can contact Transport for London:
www.tfl.gov.uk/help-and-contact



If your complaint is about parking or parking charges, please contact us.

Ways we can sort out complaints

We can try to sort out your problem in different ways, including:



- Saying sorry.



- Giving you some money to say sorry.



- Telling you what went wrong.



- Telling you what we are going to change to make the problem better.

Late trains



If your train is more than 15 minutes late, you can get some money back.



You can do this by making a Delay Repay claim on our website:
www.southeasternrailway.co.uk/delayrepay

Claiming for lost or damaged items or being hurt on our trains

You might want to ask us for some money if:



- We have lost something belonging to you.



- We have damaged something belonging to you.



- You have been hurt at one of our stations or on one of our trains.



You will need to write a letter or email to our Customer Services team, telling us as much detail as you can.



We will reply to you no more than 10 working days after you send us your claim.

Help with travel



If you booked some help with travelling on our trains and you did not get the help, please tell us.



We will find out what went wrong.



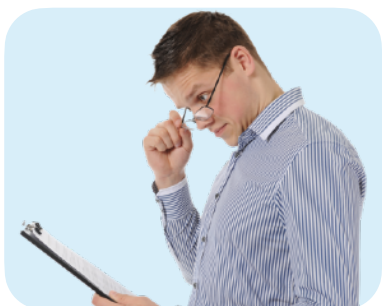
You can find out more about this on our website:

www.southeasternrailway.co.uk/about-us/our-policies/accessible-travel-policy

If you are not happy with what we do



If you are not happy with our reply to your complaint, please let us know.



Someone from our team will look at your complaint again.



Your complaint may need to be escalated - this means a more senior manager will look into your complaint.

If you are still not happy



Please give us a chance to sort out your complaint.



If you are still unhappy with what we do, you can complain to the **Rail Ombudsman**.



The **Rail Ombudsman** is there to sort out complaints between us and our customers. They do not take sides.



It is free to use the Rail Ombudsman.

You can contact the Rail Ombudsman if:



- You got a “deadlock” letter from us, which means we cannot do anything more about your complaint.



- We have not been able to sort out your complaint after 40 working days of getting it.



- It is no more than 12 months from when we sent you our final letter or email.

The Rail Ombudsman will:



- Try to help you and us agree about the complaint.



- Decide what should happen with the complaint if we cannot agree.

You can contact the Rail Ombudsman by:



- Post:
FREEPOST - RAIL OMBUDSMAN
You do not need to use a stamp.



- Telephone: 0330 094 0362



- Textphone: 0330 094 0363



- Text message: 07427 580 060



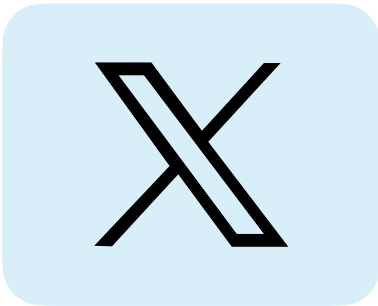
- WhatsApp: 07427 580 060



- Email: info@railombudsman.org



- Website: www.railombudsman.org



- X: [@RailOmbudsman](https://twitter.com/RailOmbudsman)

Keeping your information safe



We will always keep any information we have about you safe and private.



We may keep any personal information you give us, like your name or address.



We will use this information to help us deal with your complaint.



We will keep any letters and emails you send us for 3 years.



We may record phone calls you have with us.



We will always tell you if we are recording your phone call.



We will keep phone call recordings for 1 year.

Sharing your information with others



We will need to share your information with other train companies if you complain about their services.



We may need to share information with the Rail Ombudsman if you have asked them to look at your complaint.



For more information you can see our full privacy policy on our website:
www.southeasternrailway.co.uk/about-us/our-policies/privacy-policy

Bad complaints

Sometimes people make complaints that are:



- Not serious.



- Made without a real reason.



- Rude or abusive.



We will always treat you with respect and politeness.



If we decide that we will not be able to deal with your complaint because it is not serious or made without a real reason, we may stop looking into the complaint.



If you are rude or abusive when you complain, we will reply to you and tell you to stop.



If you are still rude and abusive we may stop having any contact with you.



We may contact the police if we need to.



The decision to stop looking into a complaint will be made by the Head of Customer Relations.



We will record the reasons why we stopped looking at your complaint.