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## **Satisfaction with London TravelWatch case handling**

Agenda item 8c

6 November 2018

### **April to September 2018**

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#### **Information**

The questionnaire being used by London TravelWatch is very similar to that being used by Transport Focus. The questions are relevant, quick to complete and reflect all aspects of case handling. It also allows for opportunities to benchmark and share good practice.

Survey Monkey is the platform used to create and complete the survey. The results scores are an absolute reflection of returns from appellants. No weighting or other calculations have been used to influence the figures.

#### **Key findings**

Between 1 April and 30 September 2018, 511 cases were closed and 461 surveys were sent in the final response to the passenger. From this, 65 passengers responded to some or all of the questions in the survey giving a 14% response rate.

Questionnaires are not resent to passengers who return to London TravelWatch and ask the caseworker to help them further. An example of this would be were we open a new case for a returning passenger who asks us to chase the rail operator for the compensation we secured in the first appeal.

Using the returned questionnaires over the previous 12 months as a guide, it appears that more passengers are being signposted by operators to London TravelWatch in April to September 2018 than in October 2017 to April 2018. Although these new returns still indicate that over 50% of passengers find London TravelWatch through their own research.

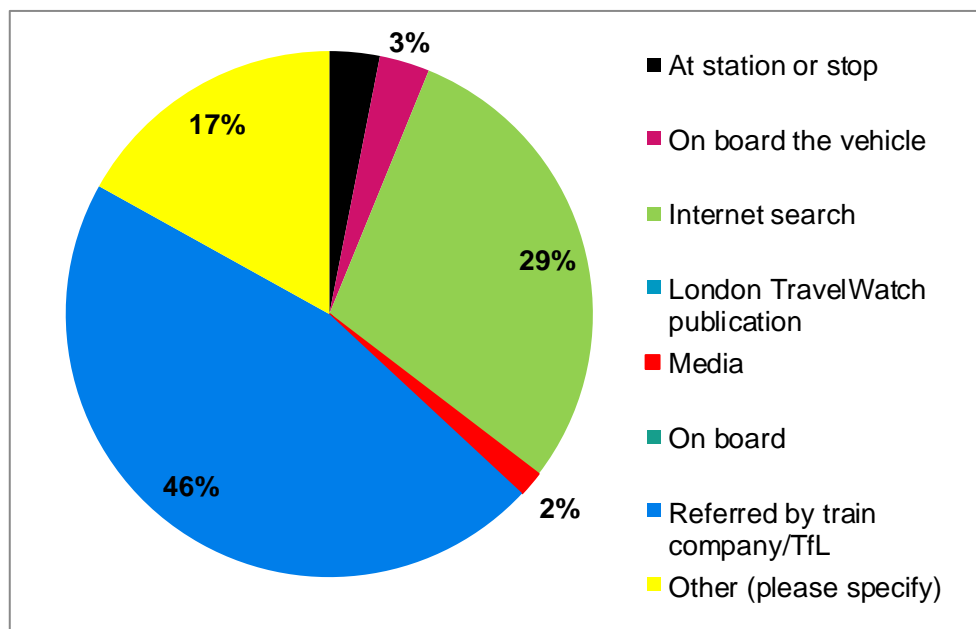
Of those appellants who returned the questionnaire to London TravelWatch nearly 70% are satisfied or extremely satisfied with the outcome but 82% are satisfied or extremely satisfied with the way their complaint has been handled.

There is a higher proportion of passengers aged 65+ who returned questionnaires during April to September 2018 compared with the returns during October 2017 to March 2018 where the higher proportion who returned questionnaires were in the aged 25 to 34 category.

## Questionnaire response data

### 1. How did you first hear about London TravelWatch?

This first graph shows how passengers found London TravelWatch.



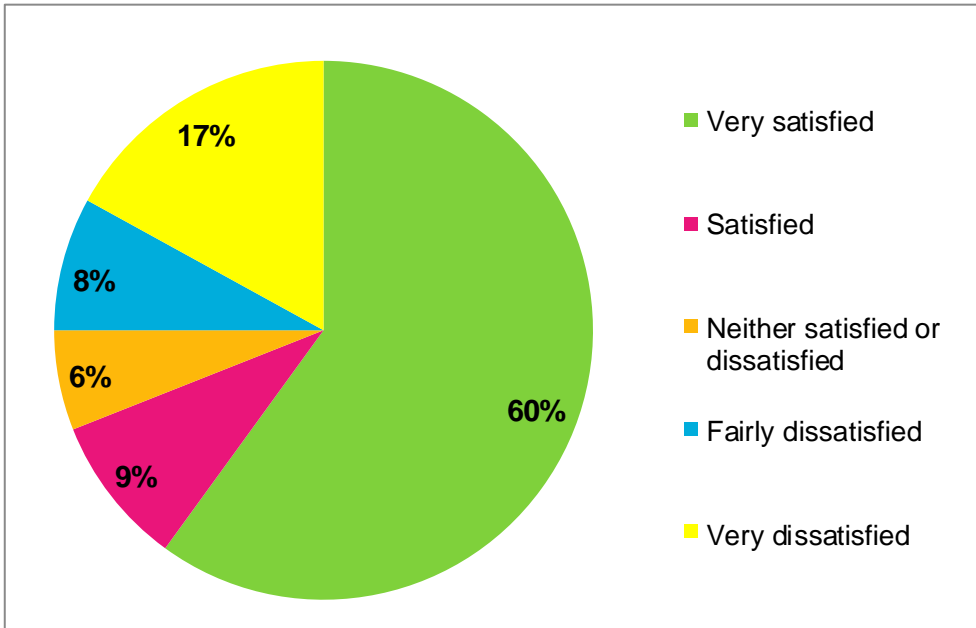
65 responses

### 2. Appellants were asked to give their opinion on the way their case was handled by London TravelWatch

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It was easy to contact London TravelWatch	60%	32%	5%	2%	2%
My caseworker kept me updated	59%	27%	5%	3%	6%
My caseworkers approach was polite, professional and courteous	69%	25%	3%	0%	2%
My caseworker empathised and understood my complaint	0%	0%	0%	0%	0%
My caseworker showed an interest in my complaint	66%	20%	9%	2%	3%
My caseworker was helpful	68%	15%	8%	3%	6%
My caseworker had the knowledge to deal with the complaint	60%	18%	11%	5%	3%
My complaint was dealt with in a reasonable timeframe	60%	25%	8%	2%	6%

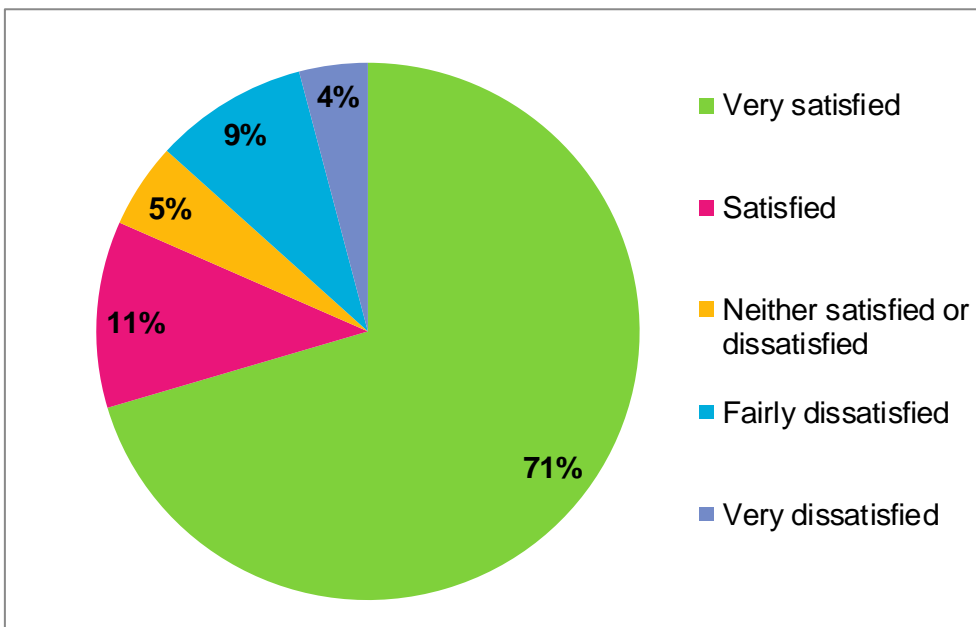
65 responses

### 3. Satisfaction with appeal outcome



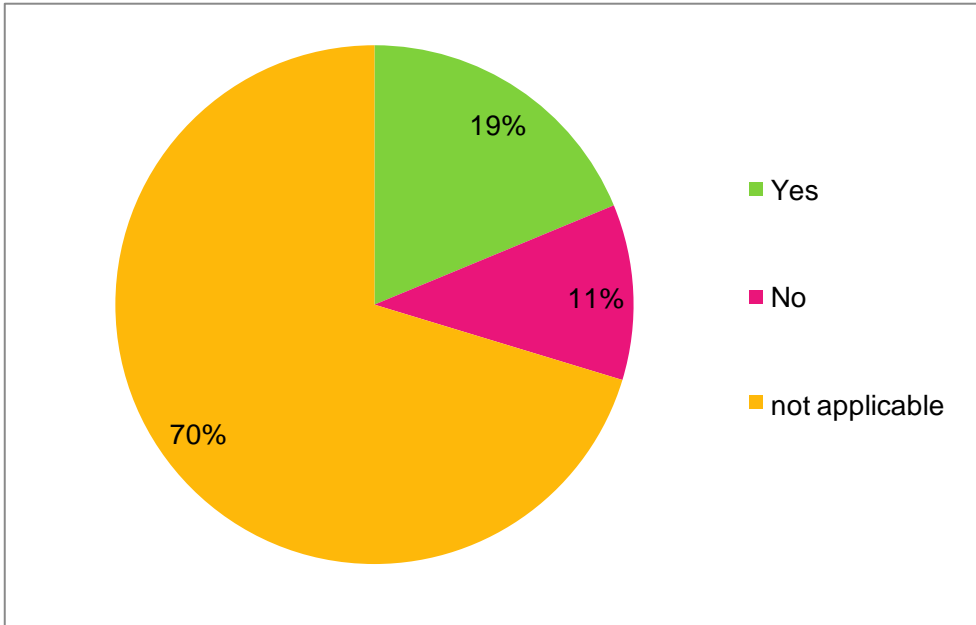
65 Responses

### 4. How satisfied were you with the way your caseworker handled your complaint?



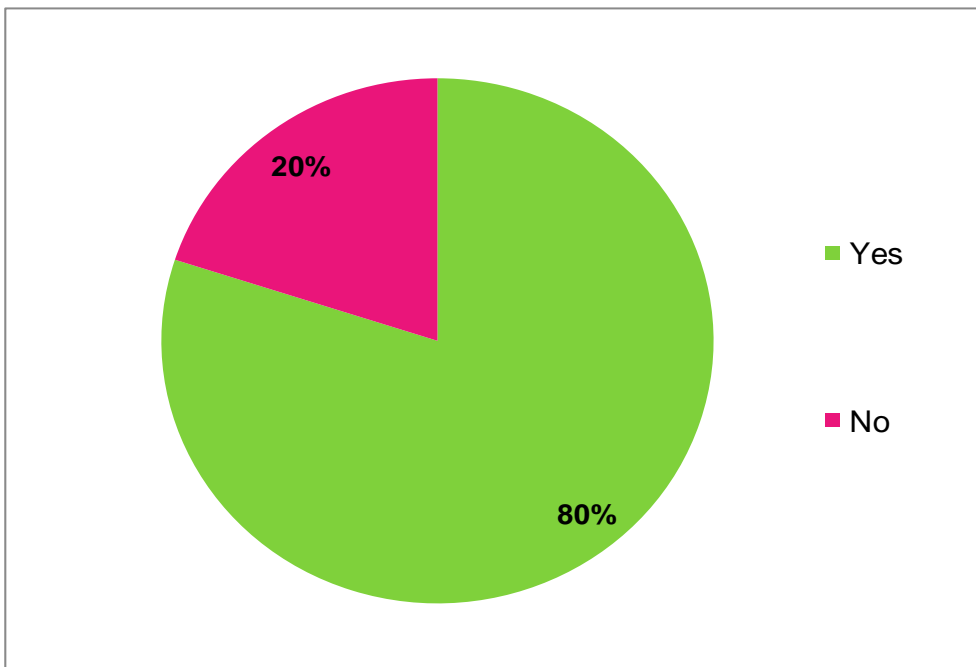
61 Responses

**5. If we were unable to help you, did we explain why?**



*64 Responses*

**6. Would you recommend London TravelWatch to a friend?**



*65 Responses*

## 7. Comments – 37 comments

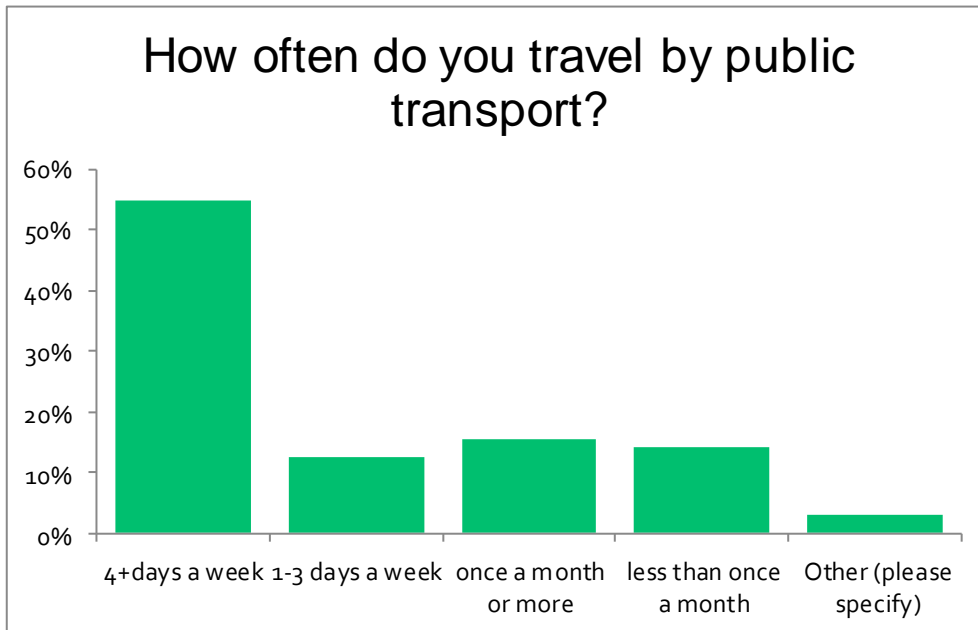
<p>In the initial response to my case, before contacting TfL, it seemed like my case worker had misunderstood much of the issue. I sent a clarification to which I received no acknowledgement. Then when I finally got a response after my case worker had heard back from TfL only one part of my issue had been covered. It wasn't clear that the case worker had even taken up most of my issues with TfL. I emailed my case worker back to ask about this but I have received no response.</p>
<p>It seemed that the train company's word of what happened to me in trying to communicate with them was believed over my own experience.</p>
<p>Very pleased with the outcome</p>
<p>You are unable to take any measures at all against the poorly service of GWR - last year with East Midlands Trains it was O.K.</p>
<p>We need you. Eurostar were obdurate and unhelpful, even though they knew I had a legal advisor, until you stepped in.</p>
<p>It appeared to me that TravelWatch and the operator were effectively working hand in glove. The operator gave a non-sensical and incorrect reply to my issue and it was not investigated thoroughly by the case worker. I am now pursuing my complaint through other means because I doubt your impartiality.</p>
<p>I am completely and totally satisfied! The caseworker replied to my initial email within the hour to say that she was taking up my case (with LNER). Less than 24 hours later my complaint was resolved by LNER. This exceeded my expectations by a long way - thank you.</p>
<p>SWR always rejects delay repay claims (if I'm lucky, I am compensated after 3 submissions of the same complaint). Subsequent to contacting TravelWatch, SWR have compensated me for all claims, before informing my caseworker that they have responded within an "appropriate timeframe" and have always compensated! Liars! They should be ashamed of taking our money AND raising fares, providing crappy services as well as an even crappier delay repay system! All other train services are much more honest in that they do not avoid refunds/compensations.</p>
<p>Excellent service provided by my caseworker</p>
<p>pointless organisation with no legal powers to resolve complaints</p>
<p>Unfortunately, London Travelwatch is a waste of space. TFL is a bit of a law unto itself - it fails to run the advertised service level and when you have to take an alternative route it charges extra fares for the disservice! LTW is useless - a toothless tiger so ineffective it might as well not exist. TFL don't even keep proper complaints data, they just flick it all to the bus company.</p>
<p>I received no further details by forwarding complaint to Travelwatch, just the same reply as I was given originally by the train company.</p>
<p>London TravelWatch seem somewhat powerless to force train companies to comply with impartial investigation. As such, I'm not sure of the value of the service.</p>
<p>the way to fill a complain is not straight forward. the Austrian Authorities (which I contacted first) had a much more straight forward and easy to understand process</p>
<p>Just want to say THANK YOU!</p>
<p>n/a</p>
<p>Would you consider publishing summaries of successful and unsuccessful appeals like the financial ombudsman do? Maybe this would help passengers refer the train company straight to this as a resource at first complaint?</p>
<p>Very nice to speak directly to a person with a friendly and helpful attitude, they replied by e mail promptly and solved my case quickly.</p>
<p>My expectations were managed by being told a number of times that train companies do not have to listen to advice from LTW. The intervention from LTW overcame an impasse with the train companies and brought a speedy resolution.</p>
<p>The issue is that Southeastern just give you platitudes and ignores the issue while London Travelwatch is helpful but doesn't have the teeth to ensure that improvements happen and</p>

action is taken about truly dire rail companies like Southeastern.
I was going round in circles with South-West rail. You sorted it all out, although not without further prevarication on SWR's part. Such a relief to deal with someone who listened and acted
You were much better than the train company who tried to make things as difficult as possible in the hope I'd give up by passing me around many case workers. I was very pleased with the way you helped me.
London TravelWatch succeeded after I had previously spoken to Chiltern Railways staff at Marylebone, my local station, the customer helpline and email correspondence had got nowhere. Thank you.
The only response I got (after the initial confirmation email) was after I followed up. The outcome was that TFL would deal with me directly.
Fayza dealt with my issue very well.
Very helpful. Many thanks.
The only improvement I could make was that the case worker might have put an out of office on his email so I knew that he was on holiday. Other than that the service was excellent.
TFL train charges are extortionate - unless a contactless card is used. Why don't TFL advertise the contactless card at the station entrance. Non-regular users of TFL and tourists are "ripped off." Shame on you.
It's a shame that London TravelWatch doesn't have the ability to escalate cases where responses from the Rail Company concerned are unsatisfactory to a higher authority (e.g. the rail regulator) to impose solutions that are fair to end users.
I am dissatisfied as I did not receive a follow up to my email and because it seems that Travel Watch, unlike an Ombudsman, has no power and is simply a facilitator for the bad behaviour of the businesses from whom the public has a need to be protected.
I would like to thank Fayza Patel for their excellent intervention
Susan James was very professional and understanding.
Mags Croucher is awesome
I am very thankful for your help and support!
I would like to thank the case worker Fayza Patel for their professionalism and work. I was kept up to date with my appeal and all communications were courteous and timely. Many thanks.
No serious attempt to grasp the issue at stake. Simply acted as an obstacle to access to Transport for London
my caseworker apologised for the inconvenience but the real problem was swr's inept handling of the problem
Both my complaint and your intervention was a total waste of time as South Western Railways are not taking measures to rectify to improve their shabby service.
My caseworker was excellent. Without her I would not have been able to get a refund
Just thank you very much for ensuring a fair outcome, which i was making no progress with until you intervened for me.
VERY EFFICIENT

41 responses

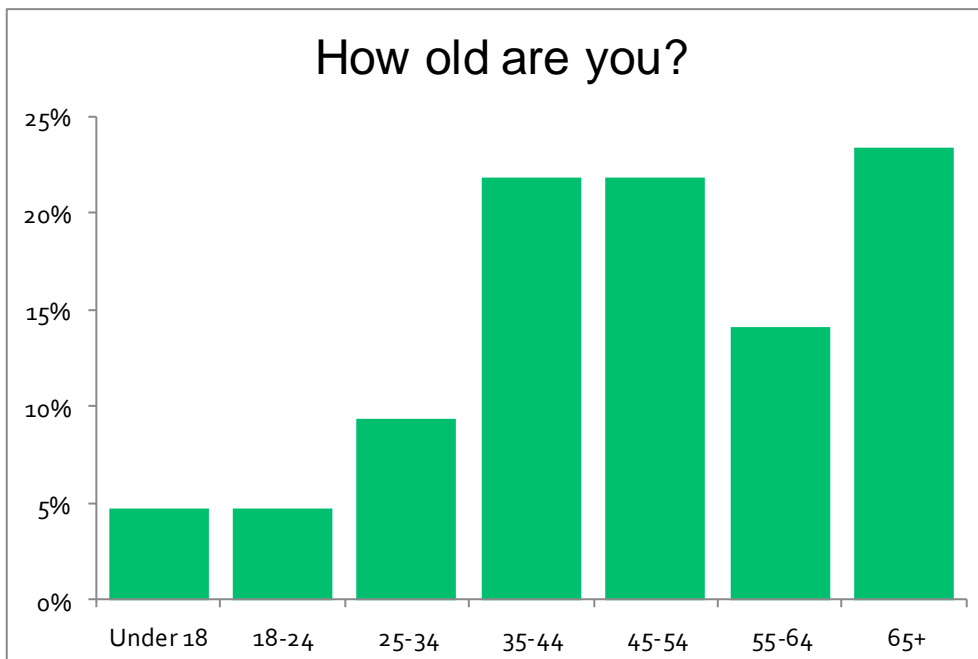
## Demographic information

### 8. How often do you travel by public transport?



64 Responses

### 9. How old are you?



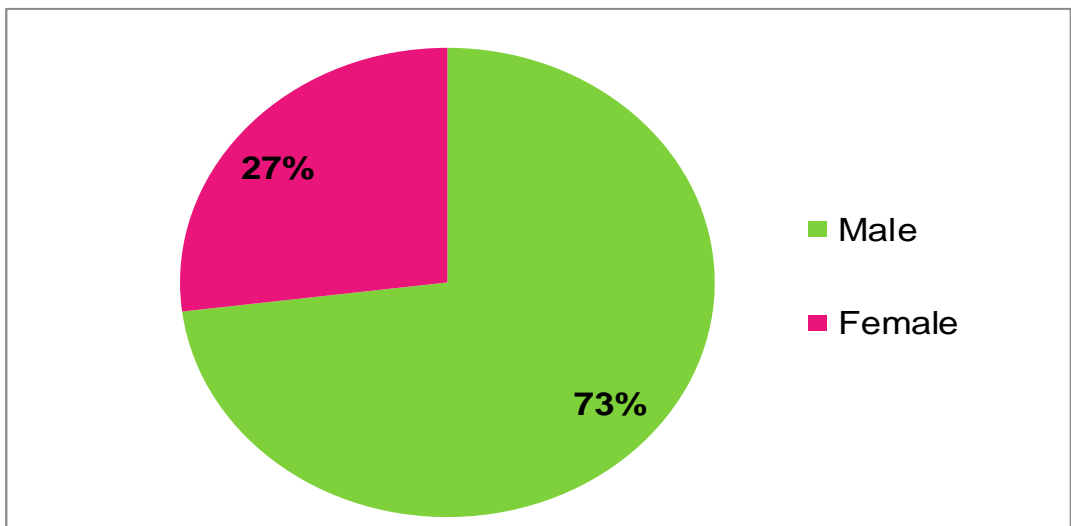
64 Responses

10. Are your day to day activities limited because a health problem or disability which has lasted or is expected to last at least 12 months?



64 Responses

11. What is your gender?



63 Responses



## 12. What is your ethnic group?

White - English/Welsh/Scottish/Northern Irish/British	71%
Mixed/multiple ethnic groups - White and Black Caribbean	2%
Mixed/multiple ethnic groups - White and Black African	2%
Mixed/multiple ethnic groups - White and Asian	3%
Asian/Asian British - Indian	8%
Black/African/Caribbean/Black British - African	3%
Any other ethnic group (please specify)	11%

*62 Responses*