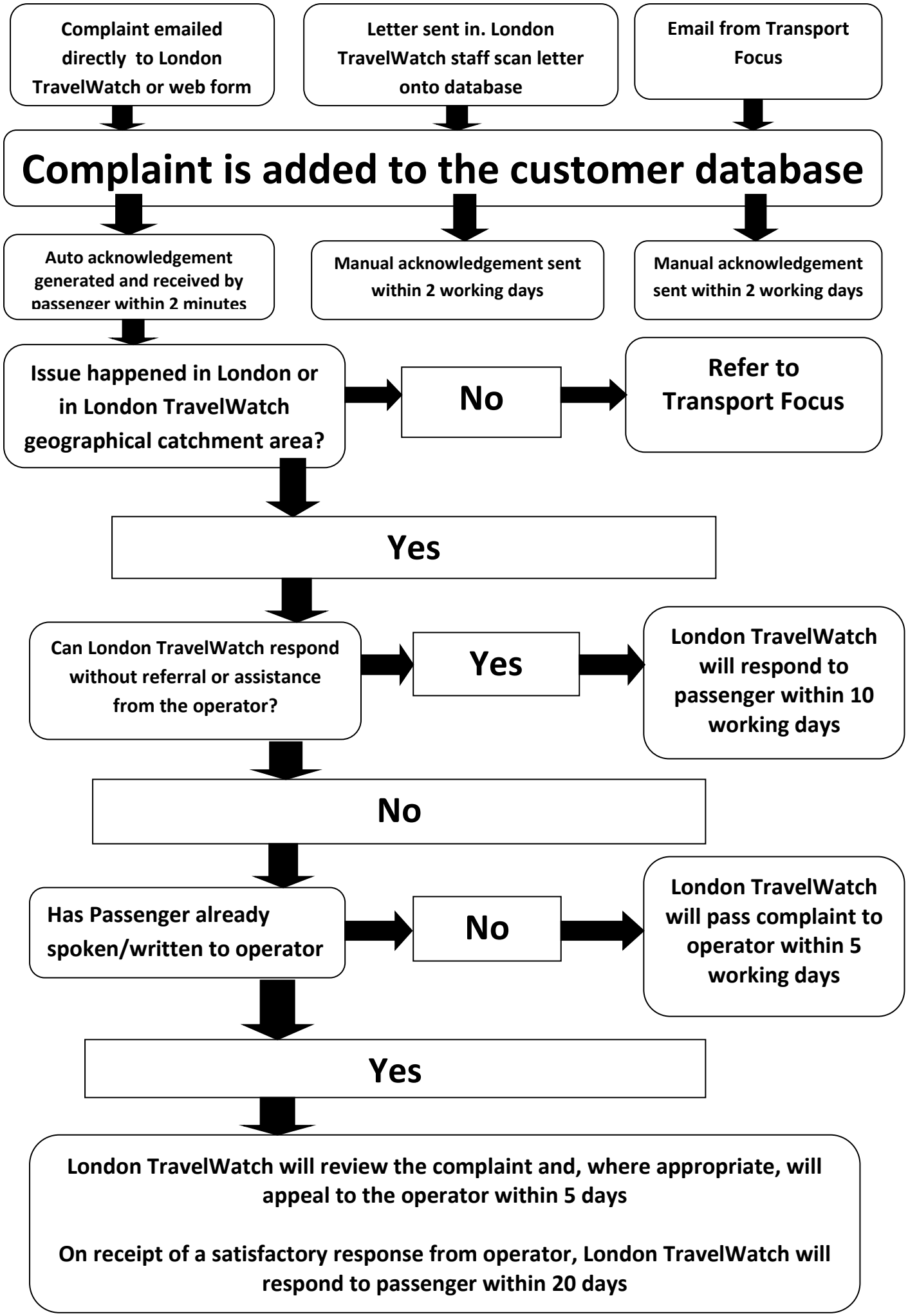
Complaint emailed directly to London TravelWatch or web form
Letter sent in. London TravelWatch staff scan letter onto database
Email from Transport Focus
Complaint is added to the customer database
Auto acknowledgement generated and received by passenger within 2 minutes
Manual acknowledgement sent within 2 working days
Manual acknowledgement sent within 2 working days
Issue happened in London or in London TravelWatch geographical catchment area?
No
Refer to Transport Focus
Yes
Can London TravelWatch respond without referral or assistance from the operator?
Yes
London TravelWatch will respond to passenger within 10 working days
No
Has Passenger already spoken/written to operator
No
London TravelWatch will pass complaint to operator within 5 working days
Yes
London TravelWatch will review the complaint and, where appropriate, will appeal to the operator within 5 days
On receipt of a satisfactory response from operator, London TravelWatch will respond to passenger within 20 days