

# Passenger Contact Group Terms of Reference

**Sep 13 BM 11.0**

## 1. Purpose

- 1.1 The primary purpose of the Group is to support Passenger Focus on all matters relating to Passenger Contact. It will provide oversight to, challenge and encourage the Passenger Team, and inform the board of the team's work.

## 2. Tasks and duties

- 2.1 Oversee the relationship between the Passenger Contact Team and its external services supplier.
- 2.2 Conduct an annual quality assessment exercise on a sample of complaint cases. This should take place on the same basis as the quality check Passenger Focus uses with Train Operating Companies' complaint handling. This examination should produce a paper with recommendations for the Management Team.
- 2.3 Define and oversee a process for reporting intelligence gained from closed cases and using this intelligence to tackle issues and drive improvements.
- 2.4 Consider how the performance of the Passenger Team is communicated to the Management Team, Board and general public – not just using Open Data statistics, but taking a qualitative approach.
- 2.5 To report to the board, through the presentation of minutes, as soon as practicable after each meeting. Such reports may also include a request to approve or endorse one or more recommendations.

## 3. Meetings

- 3.1 The Passenger Contact Group shall meet no fewer than two times per year, determined by the amount of business.

## 4. Membership

- 4.1 Membership of the Passenger Contact Group is as follows
 

|                   |              |  |
|-------------------|--------------|--|
| Paul Salveson MBE | Chairman     | Discussed and agreed subject to approval |
| Stephen Locke     | Board member | Approved                                 |
| Marian Lauder MBE | Board member | Approved                                 |
- 4.2 Meetings of the group will normally be attended by the Passenger Team Director and Business Services Executive.

## 5. Proceedings

- 5.1 The provisions of Part 2 of the *Constitution General* shall have effect.

### Document history

| Version | Author        | Comments       | Approved by      | Date     |
|---------|---------------|----------------|------------------|----------|
| V1      | Martin Clarke | Original draft | Board, Edinburgh | 12/09/13 |
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