



Passenger Contact Group

Terms of Reference

1. Purpose

- 1.1 The primary purpose of the Group is to support Transport 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 Define and oversee an annual quality assessment exercise on a sample of complaint cases. This should take place on the same basis as the quality check Transport 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.
- 2.6 Advise the Board on key issues arising from complaint handling experience.
- 2.7 Advise on arrangements with the TOCs for handling complaints, within any framework set by ORR or other relevant body.

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

Marian Lauder	Chairman	Approved
Stephen Locke	Board member	Approved
Stuart Burgess	Board member	Approved
- 4.2 Meetings of the group will normally be attended by the Passenger Director, Contact Team Manager and Business Services Executive.

5. Proceedings

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

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Document history

Version	Author	Comments	Approved by	Date
V1	Martin Clarke	Original draft	Board	12/09/2013
V2	Martin Clarke	Amended 2.2 and added 2.6	Board	12/02/2015
V3	Michelle Calvert	Rebrand to Transport Focus	N/A	25/06/2015
V4	Michelle Calvert	Addition of 2.7 and membership updated		