

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 encouragement, oversight of, and challenge to, the work of the Contact 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 outsourced 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 Contact Team is communicated to the Management Team, Board and general public.
- 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 Consider and advise on arrangements with the TOCs industry and its proposed Ombudsman for the handling and transfer of passenger complaints, within any framework set by the Board, ORR or other relevant body. Specifically, keep under review and, where necessary, report to the Board, on the Ombudsman Scheme rules, eligibility criteria, performance and governance arrangements with a view to ensuring they operate in the best interests of passengers.

3. Meetings

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

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4. Membership

4.1 Membership of the Passenger Contact Group is as follows

Marian Lauder	Chairman
Stephen Locke	Board member
Stuart Burgess <u>William Powell</u>	Board member

4.2 The Group will normally meet around three times each year subject to the level of business;
mMeetings of the group will normally be attended by the Transport User Director, Head of
business services -and Contact Team Manager; the latter will provide support to the Group.

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	Board, November 2015	12/11/2015
V5	Jon Carter	Updated re Ombudsman Scheme	Board	11/07/2017