
Customer contacts

Introduction

Lothian aim to deliver a high standard of service which is accessible to all and we will make every effort to accommodate the needs of our customers.

lothianbuses.com/conditions-of-carriage/

Positive feedback

Positive feedback means a lot to us and if you have received great service then we want to hear from you! Please tell us about any example of good customer service from one of our colleagues by clicking on our commendation button and giving us some details: lothianbuses.co.uk/support

Customer Contact

If something isn't quite right or we get something wrong, then we'd like to know. The best way to contact us is through our Customer Support team and filling out our online form which is available on our Help Centre: lothianbuses.co.uk/support



We aim to handle customer communication quickly, effectively and in a fair and honest way. We take all feedback seriously and use valuable information from investigations to help us to improve the services that we deliver. We treat all communication in the strictest of confidence.

What do we need to know?

It helps us to deal with your feedback more quickly if you can provide us with as much information as possible when you first contact us.

If you are making reference to a specific incident that happened when you were travelling with us, try to give us as much information as possible. Please tell us the date, time, service number, direction of travel, registration number or fleet number. The fleet number of the bus can be found on printed tickets or on the outside of the bus – usually above the front door and on the rear and the front.

Please do not take photographs/recordings of our colleagues without their permission. If you do have any images or recordings that are relevant to your feedback, such as tickets or bus details, then please send them to us along with your comments and we will do anything we can to resolve your issue.

How to get in touch with us

The best way to contact us is through our Customer Support team:
lothianbuses.co.uk/support

When you first contact us, please try to give us as much information as possible to help us to respond to you more quickly.

You can also visit one of our Travel Hubs to make contact in person: lothianbuses.com/travelhub/

Social media

If you contact us via one of our social media channels, our team will try to assist with your enquiry in the first instance. On some occasions it may be necessary for your enquiry to be passed on to our Customer Support team. If that is the case, we may ask you to fill out the online form by visiting our [Help Centre](#).

How we handle your feedback

Our Customer Support team record each piece of customer feedback and have the discretion and authority to investigate and respond to all customer contacts.

- We aim to acknowledge receipt of all customer contacts within 3 working days
- We aim to respond in full to all complaints within 15 working days

In some instances, a member of the Customer Support team may advise you that they have instructed a full investigation. This may involve a review of CCTV footage where available to better understand the circumstances around what happened. The colleague responsible for the investigation will have the authority and experience relevant to the area of business to deal with the issues raised in the complaint.

Whilst we take all feedback seriously and use valuable information from any investigation to help us to improve the service, please remember our colleagues have a right to privacy, too. We will never disclose any colleague details or provide you with specific information as to any action which may be taken as a consequence of customer feedback.

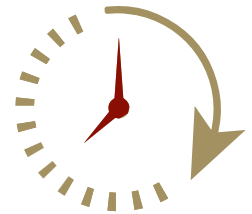
Time limits

Please contact us as soon as you can after the date on which the event occurred or came to your notice. This gives us the best chance to fully investigate what has happened.

All our vehicles have CCTV footage including audio (at the driver's cab) which allows us to better understand the facts.

If you contact us more than one week after the date of the incident, we may not be able to obtain CCTV footage which supports our investigations. However, it may still be possible to investigate the complaint effectively and fairly.

Please see our CCTV policy for full details: lothianbuses.com/cctv-policy



Confidentiality

- Your personal data will always be treated as confidential
- We will only collect the information we might need to help us to look into any issue you raise with us
- We value all feedback and use it anonymously to better inform our wider business for training and commercial purposes

Our full Privacy and Data Protection policy is available to view here:

lothianbuses.com/data-protection-policy/

Please remember our colleagues have a right to privacy, too – we will never disclose any colleague details or provide you with specific information as to any action which may be taken as a consequence of customer feedback.

Accessibility

Lothian have a dedicated accessibility channel. We treat our customers as individuals and value all feedback.

Customers who encounter accessibility issues or require additional support with journey planning or any aspect of travel with us, can contact us through our dedicated accessibility team via email accessibility@lothianbuses.co.uk and/or our Customer Support team through our Help Centre: lothianbuses.co.uk/support.

Lost Property – reasonable expectations

Lothian Buses is not responsible for any items left on our vehicles but if you do lose something on our buses, we will try our best to reunite you with your property.

If your item is lost, please be aware that it can take up to 3 days for the Lost Property department to receive your item if it is found, therefore, we cannot respond immediately to enquiries.

Please be aware our team cannot contact buses directly.

If you have lost an item, please fill in the online form providing as much information as possible as this will assist in identifying your property: lothianbuses.co.uk/lostproperty

We will not confirm if we have your item until it reaches our Lost Property department as we must ascertain the item is definitely your property. We may ask additional security questions to confirm this is your item.

Please do not travel to Shandwick Place TravelHub until we have confirmed we have your item.

Collection is by appointment only; this is to ensure the item is available at the TravelHub.

All items are kept for 4 weeks and if not collected are then securely disposed of. If you have an item to collect and are unable to make your appointment, please get back in touch to rearrange it as we may not be able to keep your item beyond the 4 weeks.

If you visit the TravelHub prior to filling out the online form, please be aware we may not have the item and would ask you to be respectful to the staff on duty.

We are unable to request CCTV footage for lost items. If you think the item was stolen, we would advise contacting Police Scotland.

We keep your found items safe and securely.

Lothian is committed to delivering for our customers. We understand that sometimes customers can be angry about the issues they have raised. If that anger leads to aggression towards our colleagues, we consider that unacceptable and operate a “zero tolerance” approach.

Unacceptable actions

Sometimes the behaviour or actions of customers using our service can make it difficult for us to deal with their issue or complaint.

We reserve the right to take further action against any individual who incites violence against any of our colleagues.

Unacceptable actions are grouped under the following headings with further details below:

- Aggressive or abusive behaviour/language
- Unreasonable demands
- Unreasonable levels of contact
- Unreasonable use of the complaints process
- Derogatory comments
- The use of profanity
- Personal and insulting remarks

Aggressive or abusive behaviour

Violence or abuse is not restricted to physical harm. It also includes behaviour or language, verbal or in writing, that may cause colleagues to feel afraid, threatened or abused. This includes threats, personal verbal abuse, offensive remarks, rudeness or the publication of photography or film footage with malicious intent.

We work in partnership with Police Scotland and will report any aggressive or abusive behaviour to our Transport Liaison Officer within Police Scotland for further consideration and investigation.



Unreasonable demands

A demand becomes unacceptable when it starts to, or would start to, impact greatly on our work and provision of services. For example, if the demand takes up an excessive amount of colleague time which results in other customers being disadvantaged. Examples of unreasonable demands include:

- Repeatedly demanding responses within an unreasonable timescale
- Insisting on seeing someone or speaking to a particular colleague when that is not possible
- Repeatedly changing the substance of a complaint or raising unrelated concerns
- We can't request multiple pieces of CCTV footage which is why we require specific incident details at the time of contact
- Refusal to accept the outcome of an investigation

Unreasonable levels of contact

The volume and duration of contact made to us by an individual can sometimes cause problems. This can occur over a short period, such as a number of contacts in one day, or it may occur over the lifespan of the complaint or issue.

Examples of unreasonable levels of contact include:

- The customer making long telephone calls to us
- The customer inundating us with copies of information which have been sent to us already or which are irrelevant to the complaint or issue

We consider that contact has become unacceptable when the amount of time dealing with it impacts on our ability to deal with that complaint or issue, or impacts on the service we provide to other customers. Contact time may involve time spent talking to a customer on the phone; responding to and reviewing emails; or written correspondence.

Unreasonable use of the complaints procedure

Customers have the right to contact us about our services through a range of means. They also have the right to contact us more than once.

We consider unreasonable use of the complaints procedure to be:

- When repeated complaints result in the harassment of our colleagues, or
- The repeated complaints prevent us from pursuing a legitimate aim or from implementing a legitimate decision

Vexatious contact

Our people have the right to be treated with dignity and respect. Lothian will not enter into communication where a customer raises issues which are not within the scope of Lothian to investigate.

Responsibility

The Communications Director has overall responsibility for ensuring that all customer contacts are handled in a fair, transparent and consistent way.

Further steps

Lothian is committed to delivering an excellent standard of service for all our customers.

If for any reason after contacting us you are not satisfied with the way we have dealt with your feedback, you can write to:

Bus Users UK, 22 Greencoat Place, London SW1P 1PR

Email: enquiries@bususers.org

<https://bususers.org/contact-us/>

