

## HELLO

Here at Eurostar we want to get things right for you, each and every time. We do however recognise that things might sometimes go wrong.

This complaints handling procedure explains what you can expect from us if you make a complaint.

Our complaints handling procedure has been designed to:

- Be easily accessible, well publicised and easy to use
- Ensure efficient handling of a complaint and provide a response within a clear, publicised timeframe
- Ensure full and fair investigation
- Complement our customer charter
- Respect confidentiality in line with the Data Protection Act
- Ensure areas of improvement are highlighted to our senior management team so that they can in turn consider what plans are needed to solve the problem and improve your experience

## TALK TO US

If you'd like to complain about any aspect of your Eurostar experience, from the point of booking through to the journey itself, we ask that you first speak to one of our team. This could be the advisor you are speaking with, a member of our social media team, or a station or onboard team member. That way, we'll have the best opportunity to act immediately to resolve any issue for you.

If your complaint can't be resolved by our customer-facing team then you can speak to our traveller care team on your return. You can contact them directly or ask for a referral from the team member you've been speaking to.

## OUR TRAVELLER CARE TEAM

We have a specially-trained team of Traveller Care consultants who are dedicated to resolving your complaint.

### Contact the Traveller Care team online

You can also write to us at:

Eurostar Traveller Care  
2nd Floor, Kent House,  
81 Station Road  
Ashford  
Kent  
TN23 1AP

Otherwise, call us on 03432 186 186 or get in touch on Facebook or Twitter and your details will be passed onto the Traveller Care team. They will then make contact with you via your preferred method (email, phone or letter).

## RESPONSE TIMES

If you complain to a member of our team on the telephone or in person, we'll try to resolve the issue immediately.

If this isn't possible and/or your complaint has been passed to our Traveller Care team, they will respond to letters within seven working days, and emails or calls within two working days.

If your complaint is complex or we need to get extra information to give you with a substantive response, we'll get back to you as soon as possible. In most cases this will be within one month but never longer than three months.

We make every effort to meet these targets but in exceptional circumstances such as a period of major disruption, we may take a little longer to respond. If this happens, we'll let you know on **eurostar.com** and by email if that's how you contact the team.

## A FAIR COMPLAINTS PROCEDURE

We will carry out a full and fair investigation into any comments and complaints we receive. We define a complaint as any expression of dissatisfaction by a customer or potential customer about service delivery or company or industry policy.

When you send us your complaint, you'll receive an acknowledgement and a case reference number. We'll then contact you via the most appropriate channel given the nature of your complaint. We'll aim to resolve your complaint fully within one month.

To help us resolve your complaint as quickly as possible, please include as much information as you can in your first message – for example, your booking reference and receipts for any expenses incurred – as this will help with our investigation. If you're not happy with the resolution offered, a manager will conduct a further review of your case. He or she will contact you and aim to resolve your complaint.

If a manager is unable to resolve your dispute, he or she can provide details of how to raise your complaint at a higher level within Eurostar, or give you the details of London Travel Watch and/or Médiateur SNCF Mobilités to review your complaint.

Any referral we receive from London Travel Watch/ Médiateur SNCF Mobilités will be reviewed by our Traveller Care management team and a full response provided as soon as is reasonably possible. Please note that once an independent body are investigating your case, our Traveller Care management team may respond to these organisations rather than to you.

## COMPLAINTS INVOLVING OTHER COMPANIES

If your complaint or claim is about another train operator or agency, we'll provide you with contact details for them.

If your complaint or claim is about a combined Eurostar and UK train company journey and your complaint is about another UK train company, we will send your complaint to them and provide you with their details.

If part of a complaint involves any aspect of our service, we'll directly address this before advising that the complaint is passed on.

## UNREASONABLE, AGGRESSIVE OR ABUSIVE CUSTOMERS

While we respect the rights of our customers to express their views, we will not tolerate aggressive, threatening or abusive behaviour of any kind. We reserve the right to stop any correspondence or communication that could be construed as abusive, offensive or bullying in content. We will advise in writing should we need to do this.

## QUALITY OF RESPONSE

When you contact our Traveller Care team, our aim is to resolve your complaint with our first response. We also aim to make sure you speak to the same team member from start to finish.

## COMPLAINTS ABOUT STAFF CONDUCT

All complaints involving staff conduct and safety-related matters will be fully and fairly investigated.

For reasons of confidentiality we will not divulge the outcome of any internal disciplinary procedure. Feedback will be provided to the relevant management and team member(s) as part of this process.

## COMPENSATION

If you're delayed by 60 minutes or more, you can claim compensation in line with our policy and as explained in our [Conditions of Carriage](#).

### Find out more or make a claim

Any other complaint will be assessed on a case by case basis. If merited, we may offer compensation as a goodwill gesture. This will normally be offered in the form of e-vouchers.

## OUR CUSTOMER CHARTER

### Read our customer charter

## DIVERSITY AND EQUALITY

We will respond to complaints received in English, French or Dutch in those languages.

For customers whose first language is not English, French or Dutch, we'll provide a reply in the most appropriate format possible. We can also reply in other formats such as large print. To arrange this, please contact our Traveller Care team.

We are also committed to meet the needs of people with disabilities. We aim to ensure that carers, support workers and guardians are able to act on behalf of a customer with the customer's permission.

## CONFIDENTIALITY

We may divulge some or all of your details to a third parties without obtaining consent where it is necessary for us to either fully respond to your complaint or to fulfil our own statutory obligations. This includes our sub-contractors, insurers, other train operators and London Travel Watch.

## MONITORING AND REPORTING

Every year we survey around 120,000 travellers across all of our routes, asking them to rate their satisfaction with a variety of aspects of their journey.

Each month we survey approximately 10,000 travellers, and weight the results according to the volume of travellers in each travel class.

This data is used to give us a picture of what all our travellers think about key aspects of their Eurostar experience, such as booking, check-in, stations, lounges, food and the onboard environment. The survey also includes key questions including how likely they are to recommend and use Eurostar again, and whether or not we offer value for money.

The surveys are conducted via an online questionnaire, emailed to customers one working day after they have travelled.

The results are published monthly and presented to our senior management team. In any areas where satisfaction is low this team creates and implements plans to address them. The results are then revisited to ensure any actions have had the desired effect.

Here at Eurostar we want to get things right for you, each and every time. We want to make every journey special and exceed your expectations, and to help us do so we're putting in place what we call a Service Quality Management System. This means that we look carefully at your feedback, complaints sent to our Traveller Care team and the results of the customer satisfaction survey to identify where we need to make improvements. We then highlight these areas to our senior management team and they in turn consider what plans are needed to solve the problem and improve your experience.

We also have both internal and external audits in place to track how well we deliver our commitments.

## CLAIMS FOR LOSSES, PROPERTY DAMAGE AND PERSONAL INJURY

If you'd like to make a claim against Eurostar for losses, property damage or personal injury, this should be made by emailing or writing to our Traveller Care team. It will then be dealt with in accordance with our Conditions of Carriage and if necessary, referred to our insurers. If there are safety implications, the details will be passed onto the appropriate department and our safety team.

## TRAINING AND DEVELOPMENT

We're committed to ensuring that our team have the knowledge and skills needed to deal with a complaint about our service. We provide a mix of training sessions featuring group and individual exercises and discussions, as well as an ongoing programme of on-the-job training and support for the members of our complaints handling team.

In our training we cover topics including customer service, complaints investigation and resolution skills.

Where policies or processes change, or we identify a training need, we provide additional briefings or training to individuals or the whole team.

## REVIEWING OUR PROCEDURE

We will review our complaints handling procedure every year.

## CONTACT DETAILS

Eurostar Traveller Care

### Send us an email

Write to us at:

Eurostar Traveller Care  
2nd Floor, Kent House  
81 Station Road  
Ashford  
Kent  
TN23 1AP

Or call us on 01777 777 879.

We're here from 08:00 to 19:00 (UK time) Monday to Friday and 09:00 to 17:00 (UK time) on Saturday and Sunday.

## INDEPENDENT REVIEW AND MEDIATION

### **Médiateur SNCF Mobilités**

The Médiateur SNCF Mobilités provides a free, independent alternative dispute resolution service (ADR) for Eurostar passengers.

You can contact the Médiateur SNCF Mobilités in English or French either online or by post. The applicable rules and procedure when submitting a request to the Médiateur SNCF Mobilité are governed by a Mediation agreement ('Protocole de médiation') entered into by and between the French National Associations of Consumers, SNCF, Eurostar and Thalys.

The Protocole de Médiation is available at [sncf.com/mediateur-mobilites](https://sncf.com/mediateur-mobilites) and in the Médiateur SNCF Mobilités' annual report.

### Find out more

### Request a mediation

Or write to:

Médiateur SNCF Mobilités  
TSA 49980 – 75839  
Paris Cedex 17  
France

## LONDON TRAVELWATCH

London TravelWatch is an independent consumer watchdog set up by the UK Parliament to protect and champion passengers' interests. One of their responsibilities is to look at cases where passengers are not happy with our response when something has gone wrong.

We will make every effort to address your concerns in a fair and reasonable way in accordance with our conditions of carriage, our complaints handling procedure and our customer charter. However if you're not happy with our response you can contact London TravelWatch. They will consider your case and where they feel it is appropriate will follow up on your behalf.

### Find out more

Call: 020 3176 2999

Email: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)

or write to:

London TravelWatch  
169 Union Street  
London  
SE1 0LL

A European Online Dispute Resolution (ODR) platform also offers access to Alternative Dispute Resolution (ADR) for complaints. Claims submitted to the platform will be addressed in accordance with Regulation EU 524/2013.

### Find out more