## Rail Delivery Group



## **Monitoring & Compliance**

The following is an illustrative list of what will be tested under the Monitoring and Compliance arrangements under Rail Delivery Group's Compliance Activity.

- a) A range of transaction scenarios to measure the impartiality<sup>i</sup> and accuracy with which information is provided and sales transacted.
- b) Whether or not:
  - All Fares applicable to a journey were provided impartiality and accurately;
  - Customers were made aware of the National Rail Conditions of Travel;
  - There was a means for customers to make comments about the service provided;
  - The Agent adequately dealt with issues raised in customer comments about the service or comments about a Rail Product or journey made;
  - The Agent was compliant with any standards or guidelines required of him in the Licence, for example in respect of comments about the service provided; comments about a Rail Product or journey made; the process for enabling customers to apply for a refund;
  - The prescribed contact details were provided to enable customer seeking a refund to contact the Agent;
  - The process for changing a seat reservation was easy to understand;
  - The options for sending tickets to customers were clearly explained;
  - The Agent explained what to do if a ticket sent by post does not arrive in time for the journey;
  - customers were advised of any charges for alternative methods of ticket dispatch;
  - charges for alternative methods of ticket dispatch were kept separate from the price of the transaction;
  - The following was displayed on Internet Site services;
    - the range of Rail Products and services offered
    - the conditions of purchase that apply to Rail Product transactions and the National Rail Conditions of Travel
    - a working link to the National Rail website
    - the arrangements for the dispatch of tickets and any special conditions relating to ticket delivery arrangements
    - the National Rail Accreditation Mark where the Agent is required to do

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- the name, address and registered office of the company operating the service
- the arrangements for obtaining telephone help or for contacting the Agent by electronic means
- Any information provided was out of date;
- It was made clear that all information and transactions relating to the sale of National Rail Products was provided impartially between Operators;
- Written communications received from the Agent included the name, address, telephone and email address of the Agent;
- A call to a Telephone Help Service provided by the Agent was available during the times stated in any relevant Standard and whether or not it was answered promptly;
- It was possible to contact the service by electronic mail if it should have been;
- The service was compliant with the Disability Discrimination Act;
- Details of the validity and conditions of purchase of a Rail Product being enquired about were provided;
- The enquirer was asked to confirm acceptance of the terms and conditions applying to the purchase before or at the time of purchase;
- The Agent provided arrangements to enable the enquirer to obtain written details of the conditions applying to the purchase;
- The Agent provided a secure and recognised method of payment where applicable;
- The design guidelines for the application of the National Rail Accreditation Mark were applied correctly.
- c) The process the Agent uses to inform customers how to obtain information on, and how to purchase, National Rail Products and Services that he does not offer.
- d) Whether customers were satisfied with the way complaints about the service were dealt with.

Relevant to Third Party Investor Licences, International Licences and Season Retailing Licences

<sup>&</sup>lt;sup>ii</sup> Relevant to Third Party Investor Licences, International Licences and Season Retailing Licences