

Customer Service Policy



Our staff will:

- act in a professional manner and be polite at all times
- be in uniform if working on the system, unless carrying out a plain clothed ticket checking exercise
- deal with your enquiry promptly and explain if an immediate answer is not available
- listen to your views and suggestions
- provide you with advice on our facilities and service

Confidentiality

Any information gathered or held on our customers will be stored securely and will not be shared or sold onto any third party.

Communication

You can contact Metro by:

- phoning reception on 0191 203 3600
- phoning the Customer Relations Team on 0191 203 3199 (Monday to Friday)
- emailing: contactus@twmetro.co.uk
- faxing 0191 381 0283
- posting to: Metro Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

Our key performance target is to reply to 95% of all formal complaints and contacts received by letter within ten working days and email complaints and contacts within five working days.

Access to information

Information about our organisation and the services available can be seen on our website www.nexus.org.uk/metro

Consultation and feedback

Consultation is important to us and we will carry out regular customer surveys and mystery shopper exercises to gather feedback on our services.