

National Transport Authority

Complaints Procedure

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The National Transport Authority (NTA) develops and implements key strategies to provide high quality, accessible and sustainable transport connecting people in communities across Ireland.

Under statute, NTA is the transport authority for the Greater Dublin Area and the public transport licensing authority for Ireland.

NTA is also the contracting authority for subsidised services provided by PSO (Public Service Obligation) operators such as: Iarnród Éireann, Dublin Bus, Go-Ahead Ireland, Bus Éireann, and in conjunction with Transport Infrastructure Ireland (TII), LUAS.

NTA's licensing function includes commercial bus services, the small public service vehicle (SPSV) industry (i.e. taxis, hackneys and limousines) and clamping.

The principal functions of the Authority are

- To undertake strategic planning of transport,
- To promote the development of an integrated, accessible public transport network,
- To licence public transport services and regulate public transport fares,
- To promote cycling and walking as a means of transport,
- Secure the provision of public passenger transport services and infrastructure,
- To provide an integrated ticketing and information systems for public transport,
- To ensure effective management of traffic and transport demand,
- To implement the provision of single public transport brand,
- To carry out research into transport

From the point of view of the NTA, there are two categories of complaints that customers may want to make, and they are handled in two different ways:

1. Complaints about public transport services ; and
2. Complaints about NTA as an organisation.

Submitting a complaint about public transport services

Complaints about public transport services should in the first instance be made to the operator. Typically these complaints relate to punctuality, reliability, service standards etc.

This would include operators providing subsidised public transport services under contract to NTA, such as Dublin Bus, Iarnród Éireann, Bus Éireann, Luas etc.

It would also include operators providing commercial bus services that are licenced by, but not subsidised by, NTA.

For a full list of operators and their contact details please click on the link below:

<https://www.transportforireland.ie/support/>

Submitting a complaint about NTA as an organisation

As well as acting as the licencing and contracting authority for public transport in Ireland, the NTA in its own right, is responsible for:

- Providing the TFI Leap Card ticketing scheme;
- Managing TFI Local Link (public transport bus service that provides improved linkages between rural transport and national bus and rail services throughout Ireland.
- Providing intermodal Journey Planning tools;
- Managing the regional bikes schemes in Cork, Galway and Limerick;
- Real Time Passenger Information;
- Regulating the clamping and SPSV (taxi, hackney and limousine) industry;
- Developing strategic public transport investment plans and investing in infrastructure and vehicles/rolling stock; and
- Enforcing EU passenger rights regulations for Bus, Rail and Maritime travel

If you wish to make a complaint about these, or about how the NTA operates as an organisation, or about your experience dealing with the NTA, you can do so by the following means:

- Fill out the online complaint form on the Transport for Ireland website at the following link
<https://www.transportforireland.ie/support/leave-feedback/>
- Email: info@nationaltransport.ie
- Letter: National Transport Authority, Dún Scéine, Iveagh Court, Harcourt Lane, Dublin 2
- Twitter: @TFlupdates
- Phone: 01 879 8300

For complaints relating to SPSV services, you can email: taxis@nationaltransport.ie, or go to <https://www.transportforireland.ie/support/taxi-compliments-complaints/>

We will acknowledge receipt your complaint within 5 working dates and aim to respond within 20 working days. If we cannot forward a full reply in that time, we will write to you and inform you of the reason for any delay.

Should your complaint consist of complex, technical or legal aspects, we would advise you to put your complaint in writing in order to avoid any mistakes or misunderstandings.

When we make a mistake, we will apologise for same, explain why it happened and rectify the matter.

If you are not satisfied with the decision of the NTA on your complaint, please appeal to the NTA with your full case history, and reason for appeal, ensuring that you use: 'Appeal' in the email title, and we will reopen the investigation. We will then revert with our decision, within 20 working days.

If you are unhappy with the NTA appeal decision, it is then open to you to contact the Office of the Ombudsman. The Ombudsman provides a free, impartial and independent dispute resolution service.

Office of the Ombudsman

6 Earlsfort Terrace

Dublin 2

D02W773

Tel: Lo-call 1890 22 30 30

Tel: (01) 639 5600

Fax: (01) 639 5674

E-mail: complaints@ombudsman.ie

Website: www.ombudsman.ie/

Some suggestions to assist you in submitting a written complaint

Your letter or email should be clear and concise — aim to keep it no longer than a page. It should:

- give a detailed description of the incident and any inconvenience caused
- provide details on when and where the incident/problem occurred
- explain what you would want done to fix the problem/resolve your complaint
- include your contact details
- be as factual as possible
- include copies of any supporting documentation such as receipts, travel tickets, booking reference -don't send originals – photocopies only
- keep copies of any correspondence sent and received
- If you have been given a reference number please use it

National Transport Authority

Policy on dealing with abusive, persistent or vexatious complaints

Introduction

It is the policy of the NTA that all complaints must be appropriately responded to in a fair, proportionate and timely manner,

However, in certain cases people may pursue their complaints in a way that is unreasonable. They may behave unacceptably, or be unreasonably persistent in their contacts and submission of information. This can impede investigating their complaint (or complaints by others) or otherwise disproportionately impact on the operational capacity of the Authority, its resources and the health and wellbeing of our staff. This policy aims to minimise the often disproportionate and unreasonable impacts of abusive, persistent or vexatious complaints on the Authority, its staff, services, time and resources.

This policy should only be used as a last resort and after all reasonable measures have been taken to try to resolve complaints through the NTA complaints procedure.

Definition

We define unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the Authority, hinder our consideration of their or other people's complaints or disproportionately impact on the operations of the Authority. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant. Examples include the way or frequency that complainants raise their complaint with staff, or how complainants respond when informed of our decision about the complaint.

If a member of staff feels that the complaint is abusive, persistent or vexatious in accordance with the definitions outlined they should in the first instance consult with their Line Manager.

The Line Manager will communicate to the complainant either by phone or in writing to explain why this behaviour is causing concern, and ask them to change this behaviour. The Line Manager will explain what actions the Authority may take if the behaviour does not change.

If the complainant continues with the unreasonable behaviour the Line Manager will consult with the Head of Section about whether it is necessary to take appropriate action by invoking this policy.

When the decision has been taken to apply this policy to a complainant, the Line Manager/Head of Section will contact the complainant in writing (and/or as appropriate) to explain:

- why this decision has been taken
- what action the Authority will be taking
- inform the complainant of their right to contact the Office of the Ombudsman about the fact that they have been treated as a persistent/vexatious complainant.

The Line Manager/Head of Section will enclose a copy of this policy in the letter to the complainant. Where a complainant continues to behave in a way which is unacceptable, the Head of Section in consultation with the Director of Corporate Services may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, we will consider other options, for example reporting the matter to An Garda Síochána or taking legal action.

Please note that this policy is not exhaustive and does not cover all forms of behaviour that may be considered unreasonable. We reserve the right to take such decisions regarding abusive, persistent or vexatious complaints where appropriate.