

SCHEDULE 2 – Appendix 2**Enquiry****1 Enquiry/Complaint Categories**

Table 1: The different types of Enquiries/Complaints that can come from Customers and how they should be handled

Nature of Enquiry/Complaint	Example	Escalated within Service Provider	Escalated to TfL	TfL to receive updates
Simple Enquiries about the service	<ul style="list-style-type: none"> ▪ What time the Charge is in effect ▪ Different methods of purchasing a Charge Payment ▪ Where is the Customer's Receipt ▪ Is a specific location within the zone 	No	No	No
Complicated Enquiries about the service	<ul style="list-style-type: none"> ▪ Specific questions about Discount eligibility ▪ Repayment requests ▪ Payment enquiries regarding have they paid the Charge Payment or not 	No, unless CSR is unsure and answer is not on FAQ	Only in rare circumstances when the Service Provider has exhausted all possible avenues in providing information to the Customer, or where TfL is required to provide Policy Guidance	No

Nature of Enquiry/Complaint	Example	Escalated within Service Provider	Escalated to TfL	TfL to receive updates
Enquiries arising from a minor incident	<ul style="list-style-type: none"> ▪ A road closure outside the Charging Zone resulting in Vehicles being diverted into it ▪ Performance issues with channel, such as slow website or SMS responses 	Initial escalation so that management are aware, once a process is in place then no further escalation is necessary.	No	Yes, information about the Incident is passed to TfL, along with updates or resolutions TfL will pass Incident Reports received from the London Traffic Control Centre or other TfL sources across to the Service Provider as and when they receive them
Enquiries arising from major incidents	<ul style="list-style-type: none"> ▪ July 7 2005 	Initially yes, until guidance is provided	Yes when advice is sought	Yes, TfL is given updates and resolutions. TfL will pass Incident Reports received from the London Traffic Control Centre or other TfL sources across to the Service Provider as and when they receive them
Enquiries resulting from partial loss of service	<ul style="list-style-type: none"> ▪ Loss of website ▪ Loss of SMS etc. 	Initial escalation so that management are aware of the problem. Major Incident Report produced	No	Yes, information about the Incident is passed to TfL along with any updates or resolutions
General complaints about the Scheme(s)	<ul style="list-style-type: none"> ▪ Complaint about price, lack of service, etc 	No, unless the Customer requests to speak to a manager	No, unless the Complaint is about TfL	No
High profile complaints	<ul style="list-style-type: none"> ▪ Complaints coming from stakeholders 	Yes	No	Yes, when advice sought

Nature of Enquiry/Complaint	Example	Escalated within Service Provider	Escalated to TfL	TfL to receive updates
Complaints resulting from partial loss of service	<ul style="list-style-type: none"> ▪ Loss of a channel resulting in a Complaint 	No, unless requested by a Customer	No	Yes, TfL is informed of the loss of service and when there is a resolution
Enquiries or Complaints not relating to Business Operations	<ul style="list-style-type: none"> ▪ Issues regarding PCNs ▪ Issues regarding Other Service Providers 	No, the matter should be passed to Enforcement Operations or relevant Other Service Provider	In circumstances to be agreed with TfL	No
Complaints relating to FOI, DP, EIR	<ul style="list-style-type: none"> ▪ Unhappy with the level of detail provided 	No	Calls are routed to TfL directly from the first line of the Service Provider	No