

12 August 2022

File Ref: OIAP-7-24786



Tēnā koe 

### **Request for information 2022-105**

I refer to your letter dated 15 July 2022 which included a request for information, and which was received by Greater Wellington Regional Council (Greater Wellington) by hand delivery on 15 July 2022. You have requested the following:

“As an official information request, I wish to receive the instructions presently followed by Metlink staff when handling complaints.”



### **Greater Wellington’s response follows:**

#### **Metlink Complaints process:**

Metlink operates a robust process when feedback (sometimes this is a complaint) is received from customers. Feedback is recorded in a Customer Relationship Management (CRM) system, called ‘Resolve’. The information recorded includes the customer feedback, date received, the customer’s account of what took place, further correspondence, and actions taken.

**Appendix 1** outlines the steps in the Metlink Complaints process.

We have a step-by step guide for our contact centre to follow. This is attached at **Appendix 2**.

**Appendix 3** gives further information on the various steps in the feedback process and the role each party plays in it.

As noted in Appendices 1 and 3, the Metlink feedback process recognises that Metlink acts as the conduit for feedback that is sometimes best addressed by our Public Transport Operators. Metlink is the brand our public transport network operates under; we contract public transport operators to operate the service on our behalf. Metlink is the owner of the relationship with our customers; we act as the conduit between the customer and the public transport operators.

We work with our operators so that we can respond with appropriate, relevant and fact-based information to our customer.

Our public transport operators also have their own processes for customer feedback management.

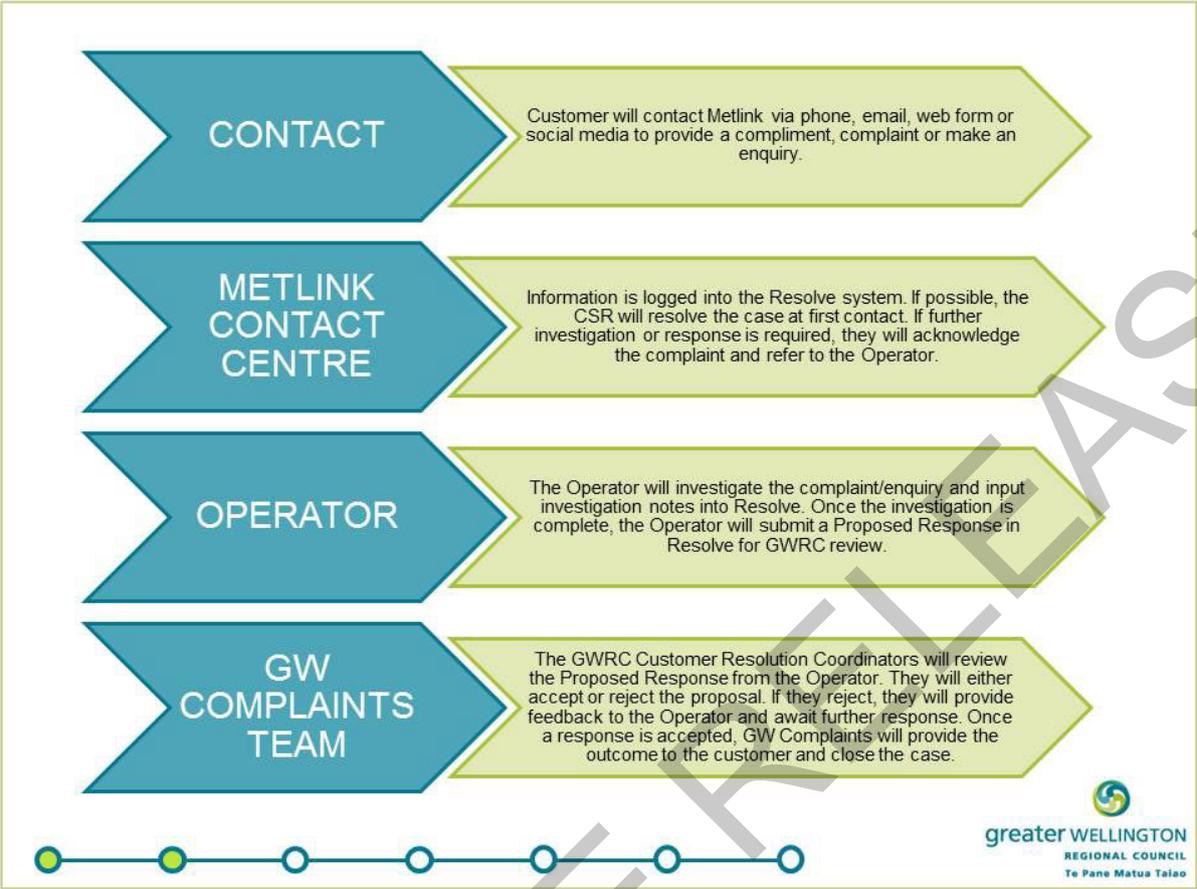
If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

Samantha Gain  
Kaiwhakahaere Matua | General Manager Metlink

Attachments (3)



PROACTIVE  
CASE

This is a step by step guide on the recommended structure of a phone interaction where a customer is wishing to provide feedback about a Metlink service or a GW enquiry.

## STEPS

### Greeting

- Kia ora/Mōrena/Tēnā koe
- Welcome to Metlink
- You're speaking with (agents name)

### Allow the customer to explain their concerns

- Allow the customer to speak and just listen.
- Remain calm.
- Do not interrupt or ask the customer to calm down.
- Concentrate on what the customer is saying use your active listening skills.
- Take notes.

**Outcome** – In most cases the customer will calm down after venting their concerns/frustration.

### Offer empathy and understanding

- Before asking for any details that you may need to process the complaint, always offer the appropriate amount of empathy and understanding.
- Imagine what the experience may have been like for the customer.
- Express your understanding to the customer and apologise.
- Paraphrase from your notes taken earlier to show that you understand the situation and have been listening.
- This is a good time to develop some rapport with the customer.

**Outcome** – The customer feels they have been listened to and understood.

### Explain to the customer how you are going to help

- Talk the customer through the steps needed to resolve the customers concerns.
- Explain why it's the best way to resolve or address the issue.
- Use simple language and avoid using 'shop' words or jargon. For example a customer does not know what 'Resolve' or 'Horizon' are.
- Be positive and sound confident.

- Focus on the solution.
- Go the extra mile to do what you can to solve the customer's concerns straightaway if possible.

**Outcome** – The customer is confident that their feedback is being taken seriously and will be resolved.

#### Ask the customer for the required details

- Gather all the information required to either resolve the issue over the phone or log with the appropriate team for further investigation.
- It's important to take the time to get this right, otherwise it could delay an investigation for the customer.

**Outcome** – A Resolve case is completed correctly. The relevant team or operator are able to investigate the complaint as quickly as possible. It's possible the issue could be resolved during the phone conversation.

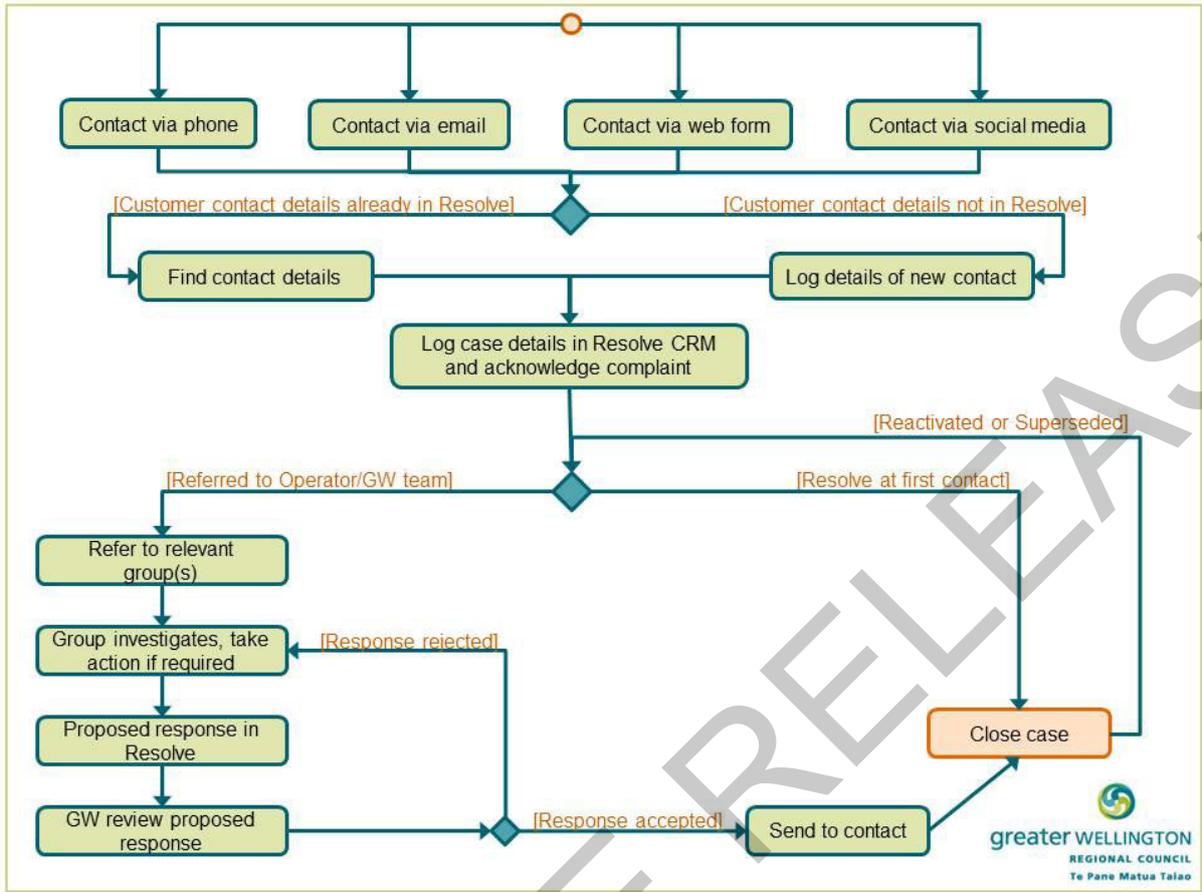
#### Provide a summary and explain the next steps

- Summarise the customer's concerns and remind the customer how their feedback is going to be resolved.
- Explain the process, and the next steps.
- If the feedback requires a follow-up response from another team, provide the customer with the case number if relevant to the type of feedback.

**Outcome** – Customer is reassured and confident that their issue will be resolved.

#### Close the call

- Express again your understanding of the customer's concerns and apologise once again for the experience.  
Invite the customer to get in touch again if they have any other concerns.
- Do what you say you are going to do – complete the Resolve case correctly.



PROACTIVE RELEASE