

CORRESPONDENT A

22.4.15

Dear Sir

I am writing to you to complain about the penalty fare notice I was given on 21st april 2015, I was given warning penalty notice form (please see attached photocopy) by your employees due to apparently not touching in on the tram stop card reader before getting on the tram, I have a prepaid by direct debit city card that allows me to use both tram and bus in Nottingham, I explained this to your employee when challenged. But he told me that I hadn't touched in before getting on, even though he had the information on his hand set that I had touched in that morning and also on a bus around 4pm that day.

I have had a kangaroo card for many years and have used it correctly to my knowledge as instructed by yourselves when the system changed, I believe last April. I have only ever touched into one of the readers before starting any journey at the beginning of the day, or on a bus reader as you have to, to get on the bus, at no point have I had any correspondence from yourselves telling me that I need to touch in before every journey. Or have I seen any advertising telling me the same. And my card has been checked several times a week since the new system began in April last year and not once has any of your employees told me that I hadn't touched in or that I need to touch in before getting on every tram I may take.

Two of your employees that challenged me told me that this has always been the case since the new system has been in place, to which I responded that this was not the case. I was asked to exit the tram to discuss this, which was extremely embarrassing for myself as I was with friends, and in front of a tram full of strangers. And whilst speaking to your employees on the platform several trams stopped and went by, which lead me to further embarrassment as I believe people would consider me to be fare dodging!

I do stand out in a crowd due to my height and the fact that I have extensive tattoos

I have been approached on social media by a couple of people who know me already asking me if I had been caught not buying a ticket/fare dodging, which you can imagine is extremely embarrassing.

I am a law abiding citizen and pay my way always, and feel that I was automatically judged as being in the wrong.

And I do not wish any kind of warning to be placed along side my name in any shape or form.

And I am concerned that this experience has tarnished my reputation in some way, how to judge the extent of that, I do not know.

Any further correspondence should be made to me by email at

[REDACTED]

Yours Faithfully



NOTTINGHAM EXPRESS TRANSIT



04 June 2015

Penalty Fare Reference No. 547-210415-1920-15.

Dear 

With regard to your travel on 21 April 2015 I wish to inform you that you are no longer liable for the Penalty Fare above issued to you. The decision has been taken in this case to downgrade this penalty to a warning on this occasion.

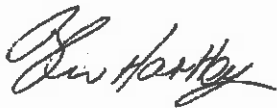
However, we would like to remind you that all persons travelling with NET must possess a valid ticket or must validate their travel card in accordance with our Conditions of Carriage.

Any person travelling with NET who is unable to provide a valid ticket/validated travel card when requested to do so by a NET Authorised Person will be subject to a Penalty Fare of £50.00. If unpaid this may lead to prosecution resulting in a court summons and a £1,000 fine.

To avoid any problems in the future please ensure you present a valid ticket or check that the validator has shown a green tick to validate your travel card before boarding the tram for the journey.

If you should experience any difficulties either purchasing a ticket at our Ticket Vending Machines or validating your travel card at our validators, please do not hesitate to contact us directly via our customer help points or on our customer service helpline.

Yours sincerely,



Penalty Fare Administrator

Nottingham Express Transit
Armstrong Way, Wilkinson Street,
Nottingham, NG7 7NW

T 0115 942 7777
E info@thetram.net

Nottingham Express Transit
is operated and maintained by
Nottingham Trams



[REDACTED] Jun 10

to Appeals

penalty fare reference no 547-210415-1920-15

Hello

in regards to the letter received yesterday but dated the 4th June 2015 regards
I would like to draw attention to the fact that none of my issues raised in my
complaint letter dated 22.4.15 were answered and in fact I am under the impression
that this letter (attached to this email) had not even been read, I was also under the
impression that i would get a response within 21 day, which i have not.
It was very clear in my letter that I was given a warning notice on the 21.4.15 and not
a penalty fare as mentioned in your response letter, i also asked further
correspondence to be via email, which has not happened.

Also the signature on the letter is fairly unreadable and there is no typed name on
there which i would have expected on a business letter.

I wish to continue with my complaint as i feel that in the case of responding to a
complaint letter I would have at least expected yourselves to actually read my letter
and not just send me some automated response,

I find this very unprofessional

So please read my complaint letter and review your recent response and reply back
to me in a reasonable time period by email
thank you for your time

[REDACTED]

Jun 18 (12 days ago)

Good afternoon [REDACTED]

We are sorry to hear you incurred an penalty fare notice for not correctly validating your pass each time you travel with us.

Please click on the following link to our website for information about validating passes before boarding: <http://www.thetram.net/buy-before-you-board/>.

Passes must be validated every time you intend to board the tram, as this is how each company establishes the card has been used on their system and payment can be collected from the card provider. As we do not provide the card and participate in the use of the card this must be done before boarding. We can confirm this has been the case since moving forward to using the ticket machines.

Travel officers who come across someone who hasn't validated a pass or have a valid means of travel are taken from the tram as we have found this to be less embarrassing for the passenger as personal questions are asked and the sensitive information you give you wouldn't like other passengers who are in earshot listening in. We are sorry you found this embarrassing as this is not our intention.

We do hope that your reputation remains intact from this incident and we have clarified with yourself the use of your travel pass.

Your complaint has been logged on to our database and will be viewed by our Senior Management Team.

Kind regards

Sarah

NET Customer Services

T: 0115 942 7777

E: info@thetram.net

www.thetram.net

Like us on Facebook www.facebook.com/thetram.net

Nottingham Trams Limited, Armstrong Way, Wilkinson Street, Nottingham NG7 7NW

Info <info@thetram.net> Jun 19 (11 days ago)

to me

Good morning [REDACTED]

Thank you for contacting Nottingham Trams.

We are sorry to read that you are not satisfied with our original response and can assure you that all complaints are taken seriously.

We have your original contact to our appeals team dated the 22nd of April and will respond in the order stated.

We can confirm that we are satisfied that our Travel Officers were acting in accordance with our Conditions of Carriage and that any persons choosing to travel with us are in effect agreeing to adhere to them. Once a passenger has been identified as not having the relevant fare they are asked to leave the tram as they are in breach of the following Condition.

8.3 If any NET Authorised Person asks you to hand over your ticket or pass, and you fail to produce a ticket or pass valid for the whole of your journey on NET, or if you are travelling on the NET system without a valid ticket, pass or photo card (your journey will be suspended and) you will be issued with a Penalty Fare Notice.

As the travel officers identified that it was a prepaid citycard and this was the first time they had found you to be in breach of our Conditions of Carriage it was felt appropriate for a warning only to be issued. We are afraid that as we are not aware of any previous occurrences we are unable to investigate those.

With regard to the actual validating of the kangaroo citycard, we have advised that as a multi-operator card it does have to be scanned before boarding on each journey exactly the same as the buses. As well as the information on our website, it is also in our Conditions of Carriage and literature including "About our new ticket machines." At the final stages and after the commencement of Off Tram Ticketing there were also tram ambassadors explaining the new machines and procedures to our customers. Instructions on how to use our system are also in every tram shelter. We can assure you that we used every method available to us to keep our customers informed.

We have advised why the journey is interrupted and our reasoning for asking for the information at the tram stops. Whilst we understand that you felt embarrassed there was no intention for this to happen.

As the warning was issued correctly we are afraid that this will not be removed from record. We can confirm that all information is stored in accordance with the Data Protection Act and remains the property of Nottingham Trams Ltd.

From: [REDACTED]
Date: 19 June 2015 12:14:44 BST
To: info <info@thetram.net>
Subject: Re: Complaint against penalty fare notice.

Hello Louise

Again I am not happy with this response from you dept, and would like to correspond with the afore mention revenue manager regarding all the processors of this complaint as previously requested, I would like some dialogue with a named person if possible

Thank you

info Jun 19 (11 days ago)

to me

Hello [REDACTED]

This matter was escalated to the manager concerned and can only reiterate that we are satisfied it has been dealt with appropriately.

Please be advised that no further dialogue will be entered in to.

Kind regards

Louise

NET Customer Services

[REDACTED] Jun 19 (11 days ago)

to info

Hello again

In addition to my original complaint I have been complaining about how said original complaint has been dealt with,

I find your previous message rude and dismissive. I've been asking to speak to these so called senior staff and find it strange and again can I say dismissive that I cannot be allowed to converse with someone who has made a decision about something I'm involved in.

I will be complaining to the chief executive and any ombudsman or regulatory body your organisation may be attached to.
Please provide me with names or emails or address that I may complain to someone from the previous bodies stated

And either your surname or some sort of employee ID as to identify yourself to your employer

[REDACTED]

info Jun 19 (11 days ago)

to me

Good afternoon [REDACTED]

As you wish to escalate your complaint further please send your comments to the address below.

The Greater Nottingham Light Rapid Transit Advisory Committee (GNLRTAC),

c/o NET Project Office,

Loxley House, Station Street,

Nottingham,

NG2 3NG.

Kind regards

Karen

NET Customer Services