

CORRESPONDENCE FROM A MEMBER OF THE PUBLIC

1. SUMMARY OF ISSUES

1. A member of the public has written to the Committee with regard to an incident in which she claims to have been verbally and physically abused by NET staff who were undertaking a revenue check at a tramstop. She claims that she was incorrectly accused of avoiding the inspectors and of not having a valid ticket and has asked that the matter is fully investigated.

2. RECOMMENDATION

- 2.1 The views of the Committee are sought.

3. DETAILS OF THE COMPLAINT

- 3.1 A member of the public has written to the Committee following an incident that occurred at Trent University Tramstop on 8th July 2022. The complainant, who regularly commutes on the tram from The Forest, and who was returning to her car, alighted on this occasion at Trent University because she had received an urgent phone call about a family member who had been rushed to hospital.
- 3.2 She initially turned right when alighting from the tram, but then realized that she needed to turn left to buy a facemask from a shop, to enable her to visit the QMC. A revenue inspection exercise was being undertaken at the tramstop at the time and she claims that an inspector accused her of trying to avoid being apprehended for not having a valid ticket. She then claims that the inspector became aggressive and physically blocked her way, leading to her feeling scared, threatened and vulnerable. She claims that she had a valid paper ticket for the journey but didn't show it to the inspectors because of being verbally and physically abused.
- 3.3 The complainant walked away from the platform and decided to drive to the hospital because of being frightened and upset. The exchange of correspondence between the complainant and NET can be found at Appendix A, with annotations made by the complainant.

4. RESPONSE OF NOTTINGHAM TRAMS

- 3.4 Nottingham Trams have carried out a full review of the incident using CCTV camera footage captured at the platform. They have been unable to see any evidence to suggest that the complainant was abused by the inspectors and consider that their staff acted appropriately. They have questioned the reasons for her refusing to show her ticket and of then walking away. Nottingham Trams' report of their investigation into the incident can be found at Appendix 2.

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