



DB Cargo (UK) Limited

Complaints Handling Procedure

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1 Document Control

Ref	Title	Change	Issue	Date
1.1	Document creation	Initial draft for ORR review	1A	04.06.2025
1.2	Update	ORR comments incorporated	1B	18.07.2025

2 Introduction

2.1 DB Cargo (UK) Limited

DB Cargo (UK) Ltd (“**DBCUK**”) is part of the DB group of UK companies. DBCUK operates Charter train services within the UK through commercial partners such as booking agents, tour operators, special interest groups and other organisations. DBCUK holds the operating licence for pre-planned services but does not itself market trains or provider services to passengers at stations. These services do not appear in the national railway timetable.

3 Scope

3.1 Charter services

The commercial partners DBCUK work in partnership with to manage the Charter train services operate their own website to advertise and sell tickets for their services. The Charter train service provide their own carriages, staff and stock for the purposes of the passenger service. We provide the locomotive, driver and train guard. For the purposes of this policy, Charter train service staff will be referred to as our staff.

4 How to make a complaint

4.1 What is a complaint

A complaint is when you (a customer or prospective customer) tells us that you are dissatisfied with the service you have received, or our policies, or those services and policies of our commercial partners (i.e. the Charter train service provider). Typically, complaints may relate to matters such as:

- The quality or standard or services received by you or facilities provided to you;
- Inappropriate behaviour, conduct or attitude by a member of staff; or
- Failing to provide a service or facility as advertised or as agreed with you.

We take complaints seriously and use them to inform learning and improve our services. Any complaints we receive in relation to a commercial partner’s service will be shared with them to determine a suitable response and allow them to learn from the complaint.

4.2 Accessing our policy

Our complaints policy is available on our website. Our commercial partners will also direct customers to the policy. If you require a paper copy of our policy, we will make this available to you free of charge.

We can make our policy available in alternative formats upon request, within a reasonable time period.

4.3 Contact us

To make a complaint, you should let us know as soon as possible. Due to the different types of complaints we may receive, it may be necessary for us to liaise with our commercial partners to assist us in investigating and dealing with your complaint. Any complaints made directly to DBCUK will be managed by us until the point we are able to provide our response. We will inform you of situations where we are required to pass the complaint onto another party (i.e. our commercial partner, and who they are) to manage.

These are several ways you can get in touch with us about your complaint:

In person – you can speak with a member of staff if you're experiencing any issues or wish to make a complaint.

This may be a DBCUK staff member, but more likely it will be a member of staff of the Charter train service provider who you will speak with. In which case, DBCUK ensure that they are fully trained to deal with service-related complaints, or if necessary, they will refer you to one of DBCUK's staff if available.

If you complain, either the DBCUK staff and/or Charter train service provider staff member will consider:

- If they can resolve the issue(s) there and then. This may be an apology, an explanation or a solution to move forward which is acceptable by both parties.
- If the member of staff can't resolve the issue(s) in the first instance, they may ask for assistance or support by another staff member or supervisor.
- If neither colleague(s) can resolve the issue(s) to your satisfaction, they will advise you how to send a formal complaint to DBCUK's customer service team. DBCUK's customer service team will then investigate the matter with or without the assistance of the Charter train service provider's customer service team.

By email – to: CustomerServiceUK@deutschebahn.com

By telephone: +44 (0)1302 575000

By post – to: Customer Service

DB Cargo UK Limited
Lakeside Business Park
Carolina Way
Doncaster
DN4 5PN
England

4.4 Information to include

If you would like to make a complaint, it would be helpful if you could please set out the following listed information, as well as attach/enclose any supporting documentation you would like us to consider. This will assist us in investigating your issue(s) more promptly.

- Your title and full name
- Your contact information including email address, postal address, mobile/phone number and your preferred method of communication
- The date, time, location (if the incident happened at a station, what station) and journey information (time and destination of the train) of the incident/issue(s) complained about
- If your complaint is about the condition of a facility, exactly where the facility is located
- If someone is making a complaint on your behalf, please provide their name, contact details and a signed letter of authority confirming that you allow them to act on your behalf

5 How we will deal with your complaint

5.1 Overview

Any complaint received by DBCUK shall be registered in DBCUK systems by a Customer Service Representative (CSR) dealing with the complaint. The CSR will initially reply to the complaining party, acknowledging receipt of the complaint and issue a complaint reference number for tracking and contact details for the Rail Ombudsman

The responsible CSR facilitates an investigation into the complaint with the responsible Managers and areas of the business to establish root cause and close out of the complaint. Once the investigation has been completed a response to the complaint is given in writing.

5.2 Time Frame to deal with your complaint.

DBCUK shall look to close out the complaint in writing within 14 days of receipt and reference number being issued.

If there is a delay with handling your complaint we will inform you in writing with an estimated timeframe for a response.

5.3 If you are not satisfied with our response.

If you are not entirely satisfied with the response to your complaint from DBCUK; you can challenge it in writing (by email) to: CustomerServiceUK@deutschebahn.com

DBCUK is also a member of the Rail Ombudsman. If you are not satisfied with the response from DBCUK, you can seek a review by the Rail Ombudsman. Their contact details can be found in section 12.

6 Complaints we may not deal with

Whilst our staff, and those of our Charter train service providers, are trained to provide great customer service to all customers, we (and staff) may refuse to deal with your complaint if you use abusive, aggressive or offensive language towards them or other people. This is in addition to any physical violence which will not be tolerated. In these very rare cases, staff may:

- Walk away or ask a colleague for assistance.
- Call the police or train guard if they feel alarmed, distressed or threatened.
- Hang up the phone if abusive, aggressive or offensive language continues after a warning.
- Respond in writing to inform you that we do not tolerate offensive or abusive language. If we consider your complaint is frivolous or vexatious, we will tell you if this is the case and may not take your complaint any further.

7 Data Protection

We will treat all complaints confidentiality and in accordance with our obligations as a data controller in accordance with the principles of the UK GDPR.

We may need to share your details including name, contact details, complaints information, journey information, and other information you provide to us as part of your complaint with our commercial partner (i.e. Charter train service provider) to assist us in investigating your complaint.

Our privacy notice is available on request or can be found at:

[\[https://uk.dbcargo.com/rail-uk-en/metanavi/data-protection\]](https://uk.dbcargo.com/rail-uk-en/metanavi/data-protection)

8 Special Assistance

If you have any requirements regarding communicating with us in a different way then please let us know. This may be requiring this complaints policy in a different format or language. In the event we are unable to fulfil your requirement, we will ask a translator or disability groups for assistance.

9 Our Commitment

DBCUK aim to provide a quality service to all customers. We commit to dealing with customer complaints in accordance with the conditions of this policy and to provide the Office of Rail and Road with information on reporting requirements via the reference guides for Core Data compliance reporting.

10 Equality and Diversity

We are aware of our obligations under the Equality Act 2010 and will make appropriate and proportionate provision for customers who need assistance in accessing and using the complaints process.

11 Personal injury, damaged property or loss

If you have an accident on one of our trains or a station which our Charter service calls at, please let us know as soon as possible. We will pass your information onto our safety team to investigate.

If you've had an accident or suffer an injury and wish to make a claim, you can write to us at our registered address:

DB Cargo UK Limited
Lakeside Business Park
Carolina Way
Doncaster
DN4 5PN
England

If your property has been damaged or lost on our trains or at a station we call at, please let us know as soon as possible with as much detail as you can including your name, contact details, what property was damaged or lost, the time, date and location you believe the property was damaged or lost and any accompanying material such as photographs.

12 Complaints and Redress

12.1 Redress

We hope that all passengers enjoy their experience on our trains. We work with our commercial partners to plan our services and mitigate any disruptions. On the occasion that something does go wrong and you make a complaint, then we have policies in place to help you. The range of possible remedies which we may offer include: an apology, an award of compensation, an explanation of what went wrong and/or a practical action to correct a problem.

You may also have additional rights under the Consumers Rights Act 2015.

If you booked assistance for your journey and it was not the service that you expected, then you should contact your booking agent in the first instance. We will work with our Charter train service providers and stations to understand the failing and provide an appropriate remedy.

13 Contact Details for the Rail Ombudsman

If you are not happy with how your complaint has been dealt with, then passengers have the right to contact the Rail Ombudsman on:

- Website: www.railombudsman.org
- Email: info@railombudsman.org
- Phone: 0330 094 0363
- Post: Freepost – RAIL OMBUDSMAN

The Contact Centre team are available 09:00 - 17:00 Monday to Friday

Contact details for Transport Focus and London TravelWatch Transport Focus

Email: advice@transportfocus.org.uk

Website: www.transportfocus.org.uk

Telephone: 0300 123 2350

Email: enquiries@londontravelwatch.org.uk

Website: www.londontravelwatch.org.uk

Telephone: 020 3176 2999