

Monitoring & Compliance

The following is an illustrative list of what will be tested under the Monitoring and Compliance arrangements under Rail Delivery Group's Compliance Activity.

- a) A range of transaction scenarios to measure the impartialityⁱ and accuracy with which information is provided and sales transacted.
- b) Whether or not:
 - All Fares applicable to a journey were provided impartialityⁱⁱ and accurately;
 - Customers were made aware of the National Rail Conditions of Travel;
 - There was a means for customers to make comments about the service provided;
 - The Agent adequately dealt with issues raised in customer comments about the service or comments about a Rail Product or journey made;
 - The Agent was compliant with any standards or guidelines required of him in the Licence, for example in respect of comments about the service provided; comments about a Rail Product or journey made; the process for enabling customers to apply for a refund;
 - The prescribed contact details were provided to enable customer seeking a refund to contact the Agent;
 - The process for changing a seat reservation was easy to understand;
 - The options for sending tickets to customers were clearly explained;
 - The Agent explained what to do if a ticket sent by post does not arrive in time for the journey;
 - customers were advised of any charges for alternative methods of ticket dispatch;
 - charges for alternative methods of ticket dispatch were kept separate from the price of the transaction;
 - The following was displayed on Internet Site services:
 - the range of Rail Products and services offered
 - the conditions of purchase that apply to Rail Product transactions and the National Rail Conditions of Travel
 - a working link to the National Rail website
 - the arrangements for the dispatch of tickets and any special conditions relating to ticket delivery arrangements
 - the National Rail Accreditation Mark where the Agent is required to do so

Monitoring & Compliance

- the name, address and registered office of the company operating the service
- the arrangements for obtaining telephone help or for contacting the Agent by electronic means
- Any information provided was out of date;
- It was made clear that all information and transactions relating to the sale of National Rail Products was provided impartially between Operators;
- Written communications received from the Agent included the name, address, telephone and email address of the Agent;
- A call to a Telephone Help Service provided by the Agent was available during the times stated in any relevant Standard and whether or not it was answered promptly;
- It was possible to contact the service by electronic mail if it should have been;
- The service was compliant with the Disability Discrimination Act;
- Details of the validity and conditions of purchase of a Rail Product being enquired about were provided;
- The enquirer was asked to confirm acceptance of the terms and conditions applying to the purchase before or at the time of purchase;
- The Agent provided arrangements to enable the enquirer to obtain written details of the conditions applying to the purchase;
- The Agent provided a secure and recognised method of payment where applicable;
- The design guidelines for the application of the National Rail Accreditation Mark were applied correctly.

c) The process the Agent uses to inform customers how to obtain information on, and how to purchase, National Rail Products and Services that he does not offer.

d) Whether customers were satisfied with the way complaints about the service were dealt with.

ⁱ Relevant to Third Party Investor Licences, International Licences and Season Retailing Licences

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