

## OV-chipkaart Customer Services Complaints Procedure

### Why do we have a complaints procedure?

We want you to be satisfied with the service we provide. We have therefore developed a structured approach to complaints. This makes the registration and handling of complaints easier to monitor, gives us better insight into complaint areas and helps us to standardise the handling of complaints. If necessary, we will even adjust our service and (internal) processes.

### Aims of the complaints procedure

Our structured method for dealing with complaints aims to achieve the following results:

1. Complaints from cardholders/public transport passengers are handled in a constructive manner and within six working days;
2. The causes of complaints are identified;
3. Internal processes and procedures are improved through analysis of complaints received;
4. Employees are trained to respond to complaints in a customer-focussed way;
5. Overall customer satisfaction, reflected in a score of at least 7.5.

### What is a complaint?

OV-chipkaart Customer Services uses the following definition: 'contact involving the word complaint'.

### What can a complaint be submitted about?

You may be dissatisfied with one of the following aspects:

- Purchase of an OV-chipkaart;
- Use of the OV-chipkaart;
- The service provided by OV-chipkaart Customer Services;
- The [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) website;
- The OV-chipkaart in general.

If one or more of the above aspects are involved, you can submit a complaint to OV-chipkaart Customer Services.

N.B.: for complaints relating to the aspects listed below, please contact the public transport company you travelled with or to which your complaint applies:

- Travel products;
- Journey fares;
- Travel in specific regions or with specific operators;
- The service provided by operators.

OV-chipkaart Customer Services is not responsible for these aspects and will not be able to handle your complaint relating to these areas.

### How and where can a complaint be submitted?

The complaints procedure is as follows:

#### 1. Submission of complaint

You submit your complaint through our contact form at [www.ov-chipkaart.nl/contact](http://www.ov-chipkaart.nl/contact). Complete this form in full, stating your complaint, and enter your OV-chipkaart number (16 digits) if applicable.

You can also submit your complaint in writing, stating your complaint and your name, address, town or city, date of birth, email address and OV-chipkaart number (16 digits), if applicable. We ask for your email address so we can keep you up to date on your complaint.

OV-chipkaart Customer Services  
Postbus 365  
3800 AJ Amersfoort

## 2. Investigation of complaint

Customer services employees will investigate the cause and background of your complaint. The customer file can be used for this and interviews can be carried out with various people involved in the complaint and/or companies participating in the OV-chipkaart system.

## 3. Handling of complaint

Your complaint will be handled by a team of specially trained customer services employees. Each complaint is handled as quickly as possible and within six working days. If the handling of your complaint takes longer than this, we will let you know when you can expect to receive a response from us.

We take each complaint seriously. So we not only answer your complaint, but also look at how we can improve the service we provide. If necessary, we adjust our (internal) processes and service.

### **Complaints Manager**

If you do not agree with how your complaint was handled, contact our Complaints Manager. They will handle your complaint again and look into the previous handling of your complaint. You and the Complaints Manager can then reach a solution together.

The Complaints Manager will only handle complaints that have been handled unsatisfactorily. If you did not submit your complaint following the standard OV-chipkaart Customer Services procedure first, the Complaints Manager will not handle your complaint.

### **Contact with the Complaints Manager**

Send an e-mail to [klachtenmanager@ov-chipkaart.nl](mailto:klachtenmanager@ov-chipkaart.nl) or write a letter to the OV-chipkaart Complaints Manager. The Complaints Manager will need the following information:

- Name, address, telephone number
- OV-chipkaart number (if applicable)
- Summary or copy of previous correspondence, preferably with an accompanying contact number.

The Complaints Manager will try to reply to your complaint within six working days.

### **Not satisfied with the result?**

If you disagree with the result once the complaint has been handled, you can opt to submit your complaint to an independent authority. To do so, you can go to the following organisations:

#### **OV-loket**

The OV-loket is a public advocate for public transport and can in some cases mediate between you and Translink to reach a solution. For more information, go to [www.ovloket.nl](http://www.ovloket.nl).

#### **Disputes committee**

OV-chipkaart Customer Services is part of Translink, which is a member of the Public Transport Disputes Committee.

If you do not agree with the way your complaint about the OV-chipkaart was handled, you can submit your complaint to the Public Transport Disputes Committee within three months of your complaint arising.

For further information, see also [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl). The Disputes Committee has their own regulations and deliver rulings in accordance with the regulations applicable to them. A decision taken by the Disputes Committee is binding.