

14 August 2023

Cody Cooper

By email: fyi-request-23535-45025d5e@requests.fyi.org.nz

Dear Cody

Customer Services
P. 03 353 9007 or 0800 324 636
200 Tuam Street
PO Box 345
Christchurch 8140
E. ecinfo@ecan.govt.nz
www.ecan.govt.nz

Thank you for your recent correspondence around placing feedback with our Metro Team. You had a number of questions. We have listed them below along with our response.

1. When was the complaints form removed from the Metro Info website?

The form was removed from the Metro website some time ago (3+ years ago)

a) Who made this decision?

Environment Canterbury's public transport leadership team at the time

b) What was the rationale given for this change?

The software used at the time required further development and testing to be fit for purpose for the future, and this was not prioritised given that there are numerous alternatives for providing customer feedback. In addition, the software to support the end-to-end feedback process (that the form was part of) is planned to be replaced, reducing the value of further investment in it. The intention is to reintroduce the online form when the new feedback system is live, which is planned for when our new ticketing system is launched in 2024.

2. Why do Metro staff in the call centre object to taking feedback or complaints? More than once, across several years, I have been told that they are for providing schedules only.

Our contact centre receives complaints regularly as part of their service. We welcome all customer feedback, both positive and negative, and we record all feedback for further action where sufficient detail is provided for us to review and action. We apologise if this hasn't been your experience.

If there are specific cases where our staff have not facilitated your feedback adequately, please advise our Metro team (accompanied by some specific matter details) and we will follow up.

3. How are passengers able to know how to provide feedback on the service now?

There are numerous ways, all outlined at [Contact | Metro Christchurch \(metroinfo.co.nz\)](https://www.metroinfo.co.nz). Channels include telephone, in person at the interchange, social media, email and post.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Giles Southwell', written in a cursive style.

Giles Southwell
Director Corporate Services and Public Transport