

Customer Complaints Procedure

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Contents

- 1. Introduction 3
- 2. Complaints: What they are and who can complain? 3
- 3. What’s needed to make a complaint? 3
- 4. Who do I contact to make a complaint? 5
- 5. Timescales for a response7

1. Introduction

Nexus operates Metro and is responsible for trains and stations (excluding Sunderland station which is managed by Northern Trains. Please see their website for more information at northernrailway.co.uk).

We are committed to providing a high quality and value for money service, making sure customers are at the heart of everything we do. However, sometimes, we don't get things right; therefore it's important that we encourage customer feedback to help us identify what we need to do better.

We have designed this document to give customers the information they need to make a complaint.

We also have a Complaints Handling Procedure that details our policy around complaints and the way we manage them.

The procedure can be viewed at travelnortheast.uk/ways-to-travel/metro/complaints or a printed copy is available from Customer Relations. Details on how to contact Metro can be found on page 13.

We also provide this information in audio, large print, braille or in another language, on request.

2. Complaints: What they are and who can make them?

What is a complaint? Metro considers a complaint as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. If you express dissatisfaction when contacting Metro, we will recognise this as a complaint and not general feedback.

Who can make a complaint? We welcome the views from all our customers. Anyone can make a complaint to Metro.

3. What's needed to make a complaint?

What information do I need to include in my complaint? When making a complaint please tell us:

- Your full name, address and telephone number.

- Your email address.
- How you would like to be contacted, for example telephone, letter or email.
- A copy of your season ticket or your original Metro ticket. This is only required if you are claiming a refund, as the train you were on or the train you were waiting for was delayed by more than 15 minutes than was advertised.
- If your complaint refers to a particular incident please provide the date, time, location and details of your journey i.e. where you were travelling from and to.
- If your complaint refers to an incident on a particular train, include the train or carriage number (if known). The train number is shown externally on the windscreen at the front and rear of the train. The carriage number is shown inside of the train at the front and rear next to the drivers cab and on the outside side of the train at the front and rear.
- If your complaint relates to a ticket machine at a station, please make a note of the machine number (displayed on the screen at the top right hand side); remember to include the station name, time and date.
- Tell us as much as you can about the complaint, what has gone wrong and how we can resolve your complaint satisfactorily.

Can someone help me make a complaint? If you are unable or are unsure how to make a complaint, a friend, relative or advocate can contact Metro on your behalf, as long as you have said they can do this for you. We will reply back to the person who is acting on your behalf.

How long do I have to make a complaint and claim a refund?

It's easier for us to investigate a complaint if you contact us with the necessary information as soon as you can.

If you wish to claim a refund because you were delayed by having to

wait more than 15 minutes than advertised for a train, or the train you were travelling on was delayed by more than 15 minutes, your claim must be submitted within 28 days of the incident date.

We will endeavour to let customers know when services are delayed by more than 15 minutes later than advertised.

This information will be displayed via social media; through announcements made at stations and on the Pop App.

Please refer to the Metro Customer's Charter for more information available at travelnortheast.uk/ways-to-travel/metro/information/customers-charter-performance-and-customer-satisfaction/customer-charter or by contacting Customer Relations.

This section refers to our general policy regarding compensation where your Metro train is delayed or cancelled. Nothing in this section, or anywhere else in our Customer Complaint Procedure limits or excludes any legal rights you may have as a consumer under the Consumer Rights Act 2015, or otherwise.

4. Who do I contact to make my complaint?

To make a complaint contact us with the details through one of these channels:

- Speak to one of our Customer Service Advisors, who you might see at stations or on trains. The member of staff will try to assist you and hopefully resolve your complaint at the time. If the member of staff is unable to help resolve your complaint they will tell you what to do next.
- Visit the Metro section at travelnortheast.uk and complete the [online contact form](#).
- Email: customerrelations@nexus.org.uk
- Telephone: 0191 202 0747 (Lines open 9.00am–5.00pm Monday to Friday, excluding Bank Holidays).

- Write to: Nexus
Customer Relations
The Spark
Newcastle Helix
St James Boulevard
Newcastle upon Tyne
NE4 5DE

What happens if I submit my complaint via a third party? If you choose to use a service provided by a third party to act on your behalf, we will follow the process set out in this document when they raise your complaint with us. We will investigate your complaint fully and respond back to the third party provider with the outcome of the complaint, covering all points raised. If you require a refund, we will ask the third party provider for your personal details to help process your claim.

What happens after I have complained? A member of the Customer Relations team will investigate your complaint fully and fairly and will do their best to address all of the points you have raised in their reply back to you.

We will offer refunds when appropriate as set out in the Metro Customer's Charter and in line with our Conditions of Carriage (copies of both documents are available at travelnortheast.uk). We've made it easy to claim a refund, you can do this at travelnortheast.uk/ways-to-travel/metro/complaints or by completing the form at [delay-and-repay](http://travelnortheast.uk/delay-and-repay).

For more information please visit travelnortheast.uk/ways-to-travel/metro/complaints or travelnortheast.uk/ways-to-travel/metro/conditions-of-carriage-and-metro-byelaws or contact Customer Relations on 0191 202 0747 (lines are open Monday to Friday, 9.00am-5.00pm excluding Bank Holidays).

The above does not affect your statutory rights including any rights you may have under the Consumer Rights Act 2015.

If a complaint refers to more than one train operator or relates to a third party we will forward your details and tell you which company will reply. If you'd rather we didn't pass on your contact details or complaint, please let us know.

Will Metro listen to the points I have raised? It is important for us to recognise when things have gone wrong so that we can take the necessary action to make improvements. The Customer Relations team will formally record and forward all concerns you have raised to the relevant teams for investigation. Every four weeks, the Customer Relations Manager will identify trends and report to senior management who will address any action required. This will ensure that we continue to take action where we can to improve our service.

5. Timescales for a response

In line with Office of Rail and Road (ORR) Complaints Handling Procedure requirements, Metro is obligated to respond to 95% of complaints within 20 working days. To help drive service improvements and customer satisfaction, Metro has set the following internal targets:

- Emails: we aim to respond to 95% within five working days of receipt, whether it is sent directly to us, or via our website.
- Written correspondence: we aim to respond to 95% within ten working days of receipt.
- Telephone calls: we will make every effort to answer telephone calls as quickly as possible, but there may be times when this is not possible for example, during times of major service disruption. We aim to respond to 95% of complaints received by telephone and in person within ten working days.

Will you keep me informed? We will try our best to reply to you within our response time targets. If we are unable to, because your complaint requires a more detailed investigation, we will let you know.

There may be times when we receive large volumes of customer contact and are unable to meet our response time targets. In this case we will inform the Office of Rail and Road (ORR).

We will also put a message on our website explaining the reason why we have been unable to respond to you within advertised timescale and the plans we have in place to ensure the time it takes us to reply is kept to the absolute minimum.

What happens if I'm not happy with Metro's reply? We will do our best to resolve any problem, but if you are unhappy with our first response and you contact us again your situation will be escalated and responded to by a manager. We will reply with our findings which will include the name and position of the manager involved in the investigation.

If you remain unhappy with our response you can contact the Rail Ombudsman. The Rail Ombudsman are there to help resolve on-going complaints in relation to Metro. It's free to use their services and they are independent of the rail industry.



The Rail Ombudsman can be contacted through their website railombudsman.org or in any of the following ways:

Write to: FREEPOST - RAIL OMBUDSMAN

Telephone: 0330 094 0362 (Monday to Friday 9.00am–5.00pm)

Textphone: 0330 094 0363

Email: info@railombudsman.org

Twitter: [@RailOmbudsman](https://twitter.com/RailOmbudsman)