

# Road Fleet - Customer feedback process

## BT Fleet

From Monday 9 November we're introducing a new customer feedback process to help improve the services we provide via our fleet management provider, BT Fleet.

The feedback form can be used for any queries, compliments or complaints relating to the service you've received. The form is easy to complete and will be sent directly to managers to review.

We'll be using your feedback to make improvements, so please be honest with your opinions as enhancements to our service will help you.

**Please Note: All Drivers must ring the helpline for any urgent or high priority issues.**

**Call: 0845 600 6767 (24/7)**

### How to access the form

Please save the following link into your favourites within your web browser:

<http://btfleet.force.com/feedbacknetworkrail>

**Use our step by step guide to familiarise yourself with how to fill in the form.**

## Step by step guide

Follow this guide to understand how to complete the form.

The screenshot shows the 'BT Fleet' enquiry form. It is divided into two main sections: 'Basic Information' and 'Personal Information'. The 'Basic Information' section contains three dropdown menus, all currently set to '--None--'. The 'Personal Information' section contains several text input fields for Name, Email Address, Telephone Number, Company Name, and Vehicle Registration, followed by a dropdown for 'I prefer to be contacted by' (also set to '--None--') and a large text area for comments. A 'Submit' button is at the bottom left. Blue arrows and labels indicate the steps: 'Step 1' points to the first dropdown, 'Step 2' points to the second dropdown, 'Step 3' points to the 'Name' input field, and 'Step 4' points to the 'Submit' button.

**BT Fleet**

**Basic Information**

What is the nature of your enquiry? --None--

Which product or service does this relate to? --None--

Select Sub-Category --None--

**Personal Information - Please complete the following details about yourself**

Name

Email Address

Telephone Number

Company Name

Vehicle Registration

I prefer to be contacted by --None--

Please add any further comments in the space below:

**Submit**

Step 1

Step 2

Step 3

Step 4

### Step 1

Select the nature of your enquiry using the drop down cell. You will be offered three choices; compliment, complaint or enquiry.

### Step 2

Select the type of service your enquiry relates to using the drop down cell.

Once you've selected the product or service your enquiry relates to, please select the sub-category this falls into. This will help us direct the nature of your enquiry to the correct team.

### Step 3

- **Contact details** - Please fill in your name and address details so we can get in touch with you.
- **Tell us how you would prefer to be contacted** - Remember, if you select email this will provide you with email trail and details can be reviewed more easily when you're in a position of safety.
- **Vehicle Registration (VRN)** – This is an essential piece of information.
- **Further Comments** – Please enter your enquiry, complaint or compliment here. Include as many details and facts as possible to help us generate effective feedback.

### Step 4

Please review the details and click the Submit button to send your enquiry through.

The following message will be displayed once you have submitted your enquiry.

#### **BT Fleet**

Thank you for your feedback . A member of our team will respond within 5 working days.

If you would like to raise another feedback case please use this link <https://btfleet.secure.force.com/feedback>

### What happens next?

You will then receive an acknowledgement email from [Steven.Greenwood@bt.com](mailto:Steven.Greenwood@bt.com) which will detail your enquiry.

A member of the team will respond to your enquiry within five days via phone or email to discuss your feedback.

If you're not happy with the feedback you receive please contact your local road service manager or NSC Road Fleet team – [NSCRoadFleet@networkrail.co.uk](mailto:NSCRoadFleet@networkrail.co.uk).

We look forward to receiving your feedback