



HANDLING CUSTOMER COMPLAINTS - PUBLIC TRANSPORT

In line with our strategy and general policy, we place our customers at the heart of our priorities. Meeting their needs is essential to ensuring the continuity of our activities and maintaining their trust. To this end, we are committed to implementing guidelines for handling complaints in accordance with high-quality standards (ISO 10 002), in compliance with applicable laws and regulations.

OUR COMMITMENTS

Listening, dialogue and accessibility

We facilitate accessibility for our customers by offering them the opportunity to communicate in several languages and through various dedicated channels:

- ☐ www.cfl.lu
- ☐ CFL go app
- ☐ Email : qualite@cfl.lu
- ☐ Social media (Facebook and Instagram)
- ☐ Postal mail :
CFL / Cellule suggestions et réclamations clients, 16 boulevard d'Avranches, L-1160 Luxembourg
- ☐ Phone **+352 2489 5555**
(from Monday to Friday from 8 a.m. to 5 p.m., except public holidays)

Customer satisfaction

We respond to customer complaints within ambitious timeframes and in a reasoned manner to meet their expectations. If necessary, we maintain contact to provide high-quality follow-up.

Performance requirements

We define a clear vision and measurable quality objectives. We support any initiative that improves the quality of our work and the satisfaction of our customers.

Commitment of our staff

We recognize the vital contribution of our staff in the relationship with our customers. To support this, we provide them with ongoing assistance and encourage them to respond actively to questions and expectations. Our goal is to establish open dialogue and lasting relationship based on trust.

Continuous improvement

We continuously improve the quality of our services based on the experiences shared by our customers through their complaints. For us, this includes regular checks and the implementation of corrective and preventive actions.

OUR PROCESS

Receipt and registration of the complaint

We acknowledge receipt of a complaint through our channels (*within 1 business day*).



Assessment and investigation of the complaint

We assess the complaint according to defined criteria and gather all the information necessary to provide a satisfactory response to the complainant.



Analysis and continuous improvement

We seek sustainable solutions for our customers and implement the associated actions.



Sending a response

We provide a formal written response to the complainant (*within 6 business days*).

The CFL Management