

## c2c recruits for Passenger Panel

January 12, 2023



Train firm **c2c** is calling for new customer representatives to join its Passenger Panel to champion the needs and views of customers travelling on the railway network.

c2c is seeking new members from across its east London and south Essex route to ensure its diverse local communities have their interests represented and are kept up-to-date with business initiatives and projects.

The forum – which meets quarterly – is designed to facilitate conversations about issues at the heart of customer's journeys with us, providing a two-way communication, consultation and representation channel for customers.

The panel meets with senior c2c managers from different areas of the business and aims to gather feedback on service standards and performance, discuss suggestions and ideas from customers with panel representatives, and provide updates on performance trends and any upcoming planned disruption, such as engineering works.

Rob Mullen, c2c's Managing Director, said: "The railway is open to everyone so ensuring we get regular feedback and challenge from our customers is really important; by increasing the number of members of

our Passenger Panel we can ensure we are aware of and supporting the needs of all customers using the network.

“We’re inviting people from across the route to consider joining this forum; by having diverse needs represented at this level we can work to ensure our network can be enjoyed by, and is as accessible as possible to, as many customers as possible.”

The train firm also runs an Accessibility Panel in partnership with Greater Anglia which has a specific focus on ensuring the railway supports customers with additional needs and sharing concepts on updates to stations.

c2c is seeking new members to join the panel with a time commitment of attending quarterly 90 minute meetings. The first Passenger Panel of 2023 will be held on Wednesday 15th February at 18:30. This will be held virtually and in person at one of our offices along the route.

Members will receive £100 in travel vouchers each if they attend three or more sessions in a year.

If you are interested in joining c2c’s Passenger Panel, please register your interest through [this form](#) by the 27th of January . Our team will contact individuals to invite them to become members.

For more information on the Passenger Panel, to go: <https://www.c2c-online.co.uk/help-feedback/passenger-panel/>

*Photo credit: c2c*