

Merseyrail customer service ranked among best in the UK

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Merseyrail has the best customer service levels in the UK rail network, a new survey by the Institute of Customer Service (ICS) has declared.

The rail company also beaten leading brands in other sectors such as The Co-op, Audi and the Bank of Scotland in the survey, and was also ranked as the second-best transport company in the UK.

The January 2023 UK Customer Satisfaction Index (UKCSI) is a national benchmark of customer satisfaction covering 281 organisations or organisation types across 13 sectors. The UKCSI score is based on how customers rate organisations across 26 measures and is based on 45,000 survey responses.

The Institute's purpose is to enable organisations to achieve tangible business benefits through excellent customer service aligned to their business goals.

The index placed Merseyrail in the overall top 50 of companies in the UK, alongside brands such as Waitrose, John Lewis, Marks & Spencer, and Apple.

Suzanne Grant, Commercial Director of Merseyrail said: “Merseyrail is delighted to be named as the best UK rail company for customer service, and second-best in our sector of transport.

“Giving our customers the best possible experience when choosing to travel with us is a cornerstone of our service.

“People rely on Merseyrail for their work and leisure. We are proud to deliver a service of the highest standard to the public. With the introduction of our new trains, a new website and new stations opening we will be striving to make our customers even more satisfied with Merseyrail in the years ahead.”

The full survey from the ICS can be seen on their website at www.instituteofcustomerservice.com

Photo credit: Merseyrail