

Zeitschrift: Swiss express : the Swiss Railways Society journal
Herausgeber: Swiss Railways Society
Band: - (2003)
Heft: [3]

Werbung

Nutzungsbedingungen

Die ETH-Bibliothek ist die Anbieterin der digitalisierten Zeitschriften auf E-Periodica. Sie besitzt keine Urheberrechte an den Zeitschriften und ist nicht verantwortlich für deren Inhalte. Die Rechte liegen in der Regel bei den Herausgebern beziehungsweise den externen Rechteinhabern. Das Veröffentlichen von Bildern in Print- und Online-Publikationen sowie auf Social Media-Kanälen oder Webseiten ist nur mit vorheriger Genehmigung der Rechteinhaber erlaubt. [Mehr erfahren](#)

Conditions d'utilisation

L'ETH Library est le fournisseur des revues numérisées. Elle ne détient aucun droit d'auteur sur les revues et n'est pas responsable de leur contenu. En règle générale, les droits sont détenus par les éditeurs ou les détenteurs de droits externes. La reproduction d'images dans des publications imprimées ou en ligne ainsi que sur des canaux de médias sociaux ou des sites web n'est autorisée qu'avec l'accord préalable des détenteurs des droits. [En savoir plus](#)

Terms of use

The ETH Library is the provider of the digitised journals. It does not own any copyrights to the journals and is not responsible for their content. The rights usually lie with the publishers or the external rights holders. Publishing images in print and online publications, as well as on social media channels or websites, is only permitted with the prior consent of the rights holders. [Find out more](#)

Download PDF: 08.12.2025

ETH-Bibliothek Zürich, E-Periodica, <https://www.e-periodica.ch>

THE SWISS TRANSPORT OMBUDSMAN

The following is a precis of a VöV report. It was translated in full by Michael Wild and cut to ribbons by the Editor. Thanks Michael for a good job.

The two-year trial of a Public Transport Ombudsman has been made permanent. As it happens and as reported in an earlier Swiss Express the current Ombudsman is a woman, Cornelia Füg. She continues in post and is assisted by two others who deal with Suisse Romande and also the Italian speaking part of Switzerland, which consists mostly of the Ticino and part of Graubünden.

It has to be said that there aren't many complaints, between 5 and 10 a month reflecting the Swiss Transport system which is so admired and carries 5million passengers every day. Not a bad record by anybody's standards. The Ombudsman is also the last port of call, to use a transport metaphor; the overwhelming majority of complaints are handled satisfactorily by the undertakings concerned.

The system is set up to deal with service delivery not timetabling or scheduling difficulties; these are dealt with by respective cantons. It tries to be user friendly and the use of local language is evidence of this. In general the undertakings co-operate fully and accept the office's findings. It is important to retain the confidence of both sides in a dispute and neutrality is assured.

In 2002 there were 105 referrals, roughly 50% each from the German and French areas and only three from Ticino. Roughly 50% of the total were dealt with by letter or telephone and intervention was required in the remainder. Only a very tiny number were not settled to the satisfaction of the complainant. The greatest number of complaints referred to ticket validity of one kind and another, although this number was still only 17 out of 105.

The Office is well aware that its' existence needs to be made better known. Any publicity results in more referrals. One undertaking mentions the Office on its literature and newspapers, consumer organisations and tourist offices have all referred complainants. The Office hopes to become more proactive in this regard.

All in all an example for the UK to follow. Any one taking bets?

FURTHER INFORMATION CAN BE FOUND ON THE VöV WEBSITE <www.voev.ch>



David Edwards took this picture in June 2003 of the MIB's repainted Be4/4 no.8 at Meiringen. The livery advertises the new station mentioned in Notepad.