

Complaint regarding customer treatment (Baden, 18/08/2026)

I am writing to formally lodge a complaint regarding the unacceptable service and treatment I experienced at the SBB ticket counter in Baden on 18 August 2026.

Chronology of the Incident:

- **08:15 AM:** I arrived at the travel center. Four customers were waiting, but only one employee was working. A female passenger was stressing because she was about to miss her train. When I insisted and asked why there was only one staff member present for so many people, a second employee finally came out from the back. I pointed out that the stressed passenger needed immediate help, but the traveler who was currently at the counter insisted on her turn anyway.
- **08:25 AM:** Ten minutes later, the chaotic process was still ongoing. Finally, a counter became free (while the stressed passenger was still stuck at hers). Another customer, who had arrived after me at around 8:20 AM, loudly complained that she would wait a maximum of 10 minutes.
- **08:25 AM – 08:30 AM:** It was finally my turn. I explained my issue, but the process dragged on endlessly. The employee flatly refused to call internal support for help. Around 08:30 AM, the second customer jokingly remarked that she might as well leave now.
- **Escalation:** As it was taking longer and longer, a third employee emerged from the back to deal with my case. Instead of solving the problem constructively, her reaction to my issue was to bluntly tell me that I "should stop holding up the staff for so long and just leave."

Purpose of Visit & Voucher Handling:

I wanted to redeem an "Erlebnismoment Aargau" voucher. Based on online search information (Google / AI results), I was directed to redeem it at the Baden SBB ticket counter. The staff member denied this was possible, searched for a list online, printed it out, and showed me that SBB was not on it.

While I am aware that external AI tools can generate incorrect information beyond SBB's control, I expect SBB staff to actually check with internal support or query their own systems rather than simply turning customers away after making them wait.

Core Problem & Demands:

The basic issue is that the staff at the Baden counter simply let customers sit and wait in a poorly organized environment, only to end up being rude to them. Telling a customer to leave after a 15-minute ordeal caused by understaffed counters is completely unacceptable.

I request a clear statement on whether "Erlebnismoment Aargau" vouchers can be processed by SBB in any way, as well as an official apology regarding the misconduct of the staff in Baden.