



TransPennine Express
**Passenger's
Charter**

May 2024

1	What you can expect from TransPennine Express	3
	Our commitment to our customers	
2	Planning your journey	4
	Information regarding our timetables and how we can keep you informed	
3	Where to buy your tickets	6
	Your purchasing options	
4	At our stations and on our trains	9
	Reservations, safety and security, Wi-Fi and lost property	
5	Support for older and disabled customers	11
	Our assisted travel services, how to book assistance and our commitment to customers who need extra help	
6	If things go wrong	12
	Delay Repay and compensation	
7	How to get involved with TransPennine Express	20
	Information regarding our customer panels and our Customer Report	
8	Contact us	21
	Ways to contact us and how you can submit a complaint	

1. What you can expect from TransPennine Express

Welcome to our Passenger's Charter. Our charter sets out our commitment to providing a safe, punctual, and reliable service, alongside our promise to always treat our customers promptly, courteously, and fairly.

Our Customer Promise

Safety – our number one priority is keeping our customers and staff safe and secure on our railway

Making it easy for you – we want to ensure that we make your journey experience as effortless as possible

Our people – we are proud of our staff and you can expect to be greeted with a warm welcome and receive exceptional customer service

Common sense approach - we will always take your views into consideration when assisting you

Environment – We are committed to being a sustainable business and we are always working to reduce our environmental impact

Our Passenger's Charter

Our Passenger's Charter sets out our commitment to provide you with a great service throughout your journey with us. This includes:

- Planning your journey
- Buying a ticket
- What you can expect on-board our trains
- How to get extra help with you need it
- What to do if things go wrong

We will update our charter every year. We would welcome any feedback or suggestions, which you can make via any of the methods in the 'How to Get Involved with TransPennine Express' section. We also regularly speak with our customers and stakeholders regarding any changes to the charter.

National Rail Conditions of Travel

Our charter does not create any new legal relationship with you as a result of what we say we will do, nor does it affect your legal rights.

For details of these rights, please refer to the National Rail Conditions of Travel, which can be obtained at all staffed stations, from our Customer Relations team, or downloaded from tpexpress.co.uk/terms-and-conditions or from nationalrail.co.uk.

Rail Passenger Rights and Obligations Regulation

You also have rights under the Rail Passengers' Rights and Obligations Regulation (EC No 1371/2007) ("PRO"), as it applies in UK law. The "PRO" incorporates the 'Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail' (commonly known as "CIV").

For an overview of these rights, please visit the European Commission's information website. The Office of Rail and Road (orr.gov.uk) is the National Enforcement Body for the PRO.

2. Planning Your Journey

We aim to keep you informed throughout your journey with us. We will provide you with comprehensive, accurate and timely information in an easy-to-understand way. This information is available to you in a variety of ways to suit your personal preference...

Our Website

By visiting tpexpress.co.uk you can access detailed information on our products and services. You will be able to:

- Purchase tickets
- Download timetables and access live train running information
- Find details about station opening times and facilities
- Learn more about the destinations that we serve

- Find and book hotels and car hire when booking your ticket with us through our partners
- Find out about our compensation scheme and submit a claim
- Access our special offers

Our App

Our Mobile app is the ideal place to find live train information and to plan your next journey with us.

You can also purchase E-tickets, available on 95% of our non-Season Ticket journeys, plan your journey from door to door. You can download our free Customer app for both iOS and Android.

Our Social Media

Follow us on X (Twitter) [@TPEassist](https://twitter.com/TPEassist) or contact us via WhatsApp on 07812 223 336 to speak to our team, who are on hand 24-hours a day* to answer your questions and provide information about your journey. You can also find our latest news and offers on X (Twitter) [@TPEexpresstrains](https://twitter.com/TPEexpresstrains), Facebook [@TPEexpressTrains](https://www.facebook.com/TPEexpressTrains) and Instagram [@TPEexpressTrains](https://www.instagram.com/TPEexpressTrains). (*Except Christmas Day and Boxing Day.)

For more details and to view our Social Media Policy, visit: tpexpress.co.uk/help/contact-us/social-media-policy

Our Colleagues

Our colleagues are on hand to support you with any questions you have whilst traveling with us. All of our services have a conductor on-board and you can also get help 24 hours a day via the Help Points located at all our stations.

National Rail Enquiries

National Rail Enquiries provide timetable and fare information for all rail services in Great Britain via their website at: nationalrail.co.uk. Alternatively, you can call them on 03457 48 49 50. They are open 24 hours a day, 7 days a week.

Timetables

Timetables can be requested from station staff. We aim, wherever possible, to display information at least 28 days in advance when services change because of engineering work or Bank Holidays. Information on alterations to services as a result of forthcoming engineering can also be found on our website at: tpexpress.co.uk. On occasion, we may have to implement an emergency timetable during severe disruption. We will advertise the amended timetable online and at stations as soon as this becomes available.

3. Where to buy your tickets

We want to make it easy for you to buy a ticket for your journey with us. We will ensure that you are provided with the information you need to make your ticket purchase simple and straightforward. When you buy a ticket, we promise to provide fair, impartial information, and to sell you the most appropriate ticket for your journey, whether or not you are travelling on one of our services. Here's how to buy a ticket...

Our Website

You can buy a ticket for any National Rail journey from tpexpress.co.uk and select how to have your ticket delivered:

- E-tickets, available on 95% of our non-Season Ticket journeys, via our App
- Using a Smart Card (for more information on Smart tickets please visit: tpexpress.co.uk/train-tickets/smart-tickets)
- Collect your ticket from your chosen station using a ticket vending machine or ticket office. Please remember to bring the payment card used to purchase the ticket and your reference number to collect your ticket
- Standard class or first-class post

Our App

Our App is the perfect place to purchase tickets on the move. Simply search 'TPEXpress' in the iOS or Android store or visit tpexpress.co.uk/travelling-with-us/tpexpress-app.

We're continually extending our range of E-tickets, which are available on 95% of our non-Season Ticket journeys.

Our Ticket Vending Machines (TVMs)

At each of our stations, there are TVMs where you can collect and purchase tickets, including Smart tickets. When using a TVM to collect tickets already purchased, please ensure that you bring the credit or debit card used to book, and your reference number.

Our Ticket Offices

Our team are on hand to help you buy the right ticket for your journey. Opening times are clearly displayed at each of our stations and on our website. You can buy a full range of tickets and reserve a seat. If you want to purchase a ticket from our ticket office, you should not have to wait more than three minutes to be served, even at busy times. We monitor this carefully to ensure that we offer a consistently high standard.

The times that each ticket office is typically busiest will be displayed at the station.

Travelling with Us

When travelling with us, you need to be in possession of a valid ticket for your journey. You must ensure that you are aware of any terms and conditions applied to your ticket, i.e. time / train-specific tickets, off-peak fare restrictions, etc. and if you bought your ticket with a railcard you must carry the card.

If you're travelling with a mobile ticket or using a digital Railcard, make sure your device has enough charge for the entire journey. If required, activate your ticket before you travel.

If you are traveling with a Smart Card, you must ensure that it has been loaded with a valid ticket for your journey.

Our revenue protection policy is based on a common-sense approach, ensuring that we treat customers fairly. You can find details of our 'Common Sense Policy' at: tpexpress.co.uk/help/revenue-protection-policy. We also operate a Penalty Fares scheme across most of our network and more details are available at: tpexpress.co.uk/help/revenue-protection-policy/penalty-fare.

Upgrading to First Class

If you're travelling with a Standard Class ticket, you can upgrade to First Class when on-board by buying a supplementary ticket from the conductor. Standard Class Season Tickets cannot be upgraded on the train. Customers travelling with Season Tickets must upgrade at the ticket office prior to boarding. If you hold a Standard Class ticket, you are not allowed to travel in First Class accommodation unless...

- The service has been declassified by the conductor
- The conductor allows you to sit in First Class due to exceptional circumstances
- You have bought an upgrade to your Standard Class ticket
- If you are traveling in the First Class accommodation without a valid ticket and without the conductor's permission, you may be liable for prosecution. We operate in accordance with the National Rail Conditions of Travel.

Reservations / Seat Promise

Seat reservations can be made for most of our services up to the day before travel, although we recommend that you make any reservation at least 24 hours before the departure of your train.

Seat reservations may not be available on some shorter distance journeys. A limited number of last-minute seat reservations, which are

available on the day of travel, are also available for many of our services. For more information, please visit our website. If we do not provide you with your reserved seat, and there are no other seats available, we will compensate you:

- If you have a reserved seat but have had to stand, we will refund you 50% of the single leg cost of your journey
- If you have booked a seat in First Class but there is only one available in Standard Class, we will refund the difference between the fare you paid and the equivalent Standard Class fare for the specific part of the journey affected.
- This will be paid in National Rail Travel Vouchers or a cheque. Please ensure claims are submitted within 28 days of the date of travel to our Customer Relations team. Please be aware that we do not offer seat reservations for season ticket holders.

4. Our stations and trains

We pride ourselves on making sure our stations and trains are comfortable, clean and well maintained. We conduct daily inspections of our trains and stations to ensure that the high standards we have set are being met. Our trains are thoroughly cleaned inside every day and we clean our trains at every terminus station. We manage the following stations:

- Barnetby
- Malton
- Seamer
- Brough
- Manchester Airport
- Stalybridge
- Cleethorpes
- Middlesbrough
- Thirsk
- Dewsbury
- Northallerton
- Thornaby
- Grimsby Town
- Scarborough
- Yarm
- Huddersfield
- Scunthorpe
- Hull
- Selby

Keeping You Safe

We are committed to running a safe and secure railway. We protect the safety of our customers and staff and ensure that our station environment is also protected. All of our stations have been awarded Secure Station Status. All our trains and stations have CCTV cameras fitted. Images are recorded for the safety and security of passengers and staff. Security is monitored at all stations and car parks on a regular basis. If you see anything of concern happen on one of our services, or at any station while travelling with us, and you are unable to alert a member of staff, you can contact the British Transport Police on 0800 40 50 40 or text 61016.

Smoking

We do not allow smoking, including e-cigarettes or vapes, anywhere on our trains and stations.

Wi-Fi

We understand that you want to stay connected on your journey. We offer complimentary Wi-Fi onboard. If you need any assistance using our onboard Wi-Fi, you can call our Wi-Fi support on +44 (0)208 028 0359. Wi-Fi is also available at all of our 19 stations. For more details, visit: tpexpress.co.uk/travelling-with-us/onboard-facilities/wifi-faqs

Lost Property

If you have mislaid something on one of our trains, or at one of the stations we manage, please visit: tpexpress.co.uk/help/lost-property.

Bicycles

We've invested in new cycle parking at our stations, adding over 500 secure spaces, and we've got plans to install more. Space for cycles on our trains is limited, so you may find it easier to park it at the station rather than taking it onboard. Look out for the 'Bike Shed' branded cycle storage areas at most of our managed stations. If you need to take your cycle with you and it doesn't fold, you'll need to reserve a space in advance, as cycle reservations are compulsory on all our trains. Cycle reservations are free, but you do need to book a reservation in advance of your

journey. Reservations can be made when booking your tickets online with us at tpexpress.co.uk or by contacting us via WhatsApp on 07812 223 336 up to 15 minutes before your train departs.

We can accommodate folding cycles on all of our services without the need to reserve a space. Please ensure that your cycle is folded down prior to boarding the train and it is safely stored in one of our luggage racks or in between the seats. Please wait until you are off the train and away from the main pedestrian routes within the station before unfolding your cycle. For full details on our Cycle Policy please visit our website: tpexpress.co.uk/travelling-with-us/travelling-with-a-bike. For information on cycle parking at all the stations we call at, please visit: nationalrail.co.uk/stations_destinations.

5. Support for older and disabled customers

Accessible Travel Policy

Our 'Accessible Travel Policy' is our commitment to helping people who may require assistance while using our services, such as older or disabled customers. The policy is available to download from our website and it can also be requested in alternative formats, such as braille or large print.

Passenger Assist

Older and disabled customers can request help and support from staff to assist when travelling by train.

If you require assistance to make your journey, you can book any help you may need in advance. By letting us know your travel requirements, we can help make sure you have a hassle-free journey. But, even if you need a hand on the day, we'll still do everything we can.

You can pre-book your assistance with as little as 2 hours' notice before you travel. Our dedicated Passenger Assist Team is available 24 hours a day, 7 days a week to book your assistance (except Christmas Day and Boxing Day).

In addition, you can book assistance via WhatsApp – Simply send 'Assisted Travel' to 07812 223336.

Alternatively, you can find information and request assistance online at: tpexpress.co.uk/travelling-with-us/assisted-travel.

Assistance can also be requested from the station teams when you travel, who will endeavour to provide the help and support you require as quickly as possible. At stations where no staff are available, assistance can be requested using a Help Point.

Accessing the Station

We invest in our stations to improve access and provide training to our staff to ensure they are equipped with the skills to provide for your needs. The level of accessibility and assistance available at stations can vary. We recommend that you discuss your requirements with our dedicated Passenger Assist Team. You can also find out more information regarding specific stations by visiting the National Rail website at: nationalrail.co.uk/find-a-station/.

Accessing the Train

All our trains meet accessibility standards, featuring a minimum of two wheelchair user spaces, accessible toilets, on-board announcements and screens, and tactiles. Ramped access to the train is available at the doors closest to the wheelchair user spaces.

Compensation for failed Assistance bookings

If you have booked assistance for your journey with TransPennine Express and we have not been able to provide this to you, we will pay you compensation. You will be compensated for 100% of the cost of your single ticket or 50% of the cost of your return. Please contact our dedicated Passenger Assist Team on 0800 107 2149 to make your claim (remember to have your assistance booking reference to hand).

6. If things go wrong

Planned Engineering Works

In order to maintain and improve your railway, it is necessary to undertake engineering work. We work closely with Network Rail to minimise the impact of these works but, in some instances, they will cause disruption to your journey. On occasion

your journey may be diverted or extended during planned works, and on some services your journey may be replaced by an accessible bus or other suitable means of alternative transport.

We cannot always carry cycles on our rail replacement services. As an industry we are working on making all replacement services accessible, and alternatives are offered in any instances when this cannot currently be met.

Details of engineering works are available via our website, mobile app and at our stations. We aim to have these details available to you at least 12 weeks in advance.

Unplanned Engineering Work and disruptions to your journeys

Unfortunately, from time-to-time things do go wrong and this may cause a delay to your journey. We will do all that we can to minimise the impact to you and ensure that you have the information that you need. Our teams on our trains and at stations will help by providing as much information as they can.

Live train information is updated on our website, app and at our stations. We also provide information via our X (Twitter) account [@TPEassist](https://twitter.com/TPEassist).

We will not normally delay our trains for customers who are already on a connecting service.

Special attention will be given, however, to services that operate infrequently or if it is the last connecting service of the day. If you miss your connection because of a delay or cancellation of a TransPennine Express service, we will help you re-arrange your journey. We will provide alternative transport if the next connecting train is 60 minutes later than the one you missed because of our delay.

Where a delay or cancellation of a TransPennine Express train means that you have missed the last connection of the day or that you will not reach your destination at a reasonable time, we will either arrange for transport back to where you started your journey or to your destination or provide

overnight accommodation so that you can travel the next day. If your train is delayed in excess of an hour, we will provide free non-alcoholic refreshments (when available, whilst stocks last).

If you decide not to travel as a result of a cancellation to your service, we will give you a full refund of your ticket.

For us to reimburse additional expenses, our Customer Relations team will need evidence to approve your claim (E.g., A taxi receipt showing the journey, date, time, and price.) To contact the team, visit: tpexpress.co.uk/help/contact-us

Refunds

If you decide not to travel as a result of your service being delayed or cancelled, we will provide you with a full refund of the unused ticket. This also includes if you start your journey and abandon it part way through due to a delay. Please ensure that you retain the unused ticket and follow the guidance below on how to claim a refund.

If you decide not to travel for any other reason you will be eligible for a refund of your ticket subject to a £10 administration fee. In order to claim your refund, you must return your tickets to the point of purchase within 28 days of the ticket's expiry date. The exception to this is Advance Purchase tickets which are non-refundable.

How to claim for a refund

For tickets purchased on our website, App or at one of our stations you can apply for a refund on our website tpexpress.co.uk. Please ensure that you fill out the correct online form for where you purchased your ticket, as filling out the incorrect form could cause a delay in us refunding you.

For all other tickets purchased through another retailer or train operating company, please return to your original point of purchase.

Compensation

From time to time things will go wrong and we would like to provide you with compensation in certain circumstances. You are entitled to compensation for the following scenarios:

- You arrive at your destination stations 15 minutes or more behind schedule when travelling on a TransPennine Express service (this is called Delay Repay)
- You have reserved a seat and this has not been provided, or
- You have booked assistance through our Assisted Travel team and we fail to provide you with this
- You have a First Class reservation but can't be accommodated in this coach

Please note that you can only claim compensation for one of the above scenarios. If you are affected by more than one of the scenarios, we will apply the one that is most generous for you.

Delay Repay

When you have been delayed for 15 minutes or more arriving at your destination station, you are entitled to claim Delay Repay. Delay Repay is calculated by comparing the actual arrival time at the destination station and the arrival time advertised in the timetable. The level of compensation that you are due is explained below:

15 to 29 minute delay: Claim 25% compensation of your single ticket or 12.5% of your return ticket cost

30 to 59 minutes delay: Compensation of 50% of your single ticket or 25% of your return ticket

60 to 119 minutes delay: Compensation of 100% of the cost of your single ticket or 50% of the cost of your return ticket

More than 120 minutes delay: Compensation of 100% of the cost of your single ticket or 100% cost of your return ticket

We will proactively inform you of your right to claim compensation when Delay Repay has been triggered through announcements and our staff handing out claim forms on trains and at stations. We will have posters at stations and information on our website (follow the 'Delay Repay Compensation' link from our homepage) as well as on our Twitter feed.

If you have a combination of tickets for your journey, we will compensate you for the whole journey. If part of your journey was with another train company, we will compensate you if we caused the delay. If we did not, we will ask the other train company to contact you. We will always let you know when we have done this.

When we introduce an emergency timetable and advertise this 24-hours in advance of travel, Delay Repay compensation will be payable against the revised timetable.

How to claim Delay Repay

You can claim Delay Repay via our simple online form by visiting: tpexpress.co.uk/help/delay-repay-compensation. Compensation is payable via cash (via a cheque), payment to card, National Rail Travel Voucher, or an e-voucher that shows as a credit on your tpexpress.co.uk account. You can also choose to donate your compensation to charity (more details are available via our website).

You can make a new claim for each delay or, if you register with us, we will save your details to make it easier for you to make future claims and be able to claim through our customer app. If you have a Season Ticket, you can log details of the ticket and upload a photograph or scan of it to our website or app. We can then use these for future claims.

Alternatively, you can collect a claim form from one of our stations and send it to us using our freepost address in this leaflet (remember to enclose your tickets to validate your claim). Our Delay Repay form asks you to choose how we pay your compensation:

- In cash as a cheque, sent to the address you give us
- In National Rail Travel Vouchers, which can be exchanged at any rail ticket office for another train ticket or for cash

- If you have received a National Rail Travel Voucher but would prefer cash instead, you can send them to our Customer Relations department who will send you a cheque, or you can cash them at any of our stations.
- If you have an e-voucher, please contact our Customer Relations department via our website.

Please ensure that all claims are submitted within 28 days of a delayed journey. If your journey involves an automatic ticket gate, you should show your ticket to a member of staff rather than using the gate so that you can keep your ticket for claiming compensation. If you have combination tickets for your journey, Delay Repay will be paid against your whole journey, so please provide all of your tickets.

We will respond to your delay claim within 20 working days.

We are currently not in a position to offer Delay Repay compensation for multi-modal travel, as we do not control the terms and conditions of these tickets. However, we will consider ex-gratia compensation on a case-by-case basis.

Automated Delay Repay

We are committed to making the compensation process as simple and easy as possible. We offer automated Delay Repay to customers who have purchased an Advance Ticket via tpexpress.co.uk, or our TPEXpress App.

If you have purchased your Advance ticket via our website or App and we believe you have been delayed, we will email you a simple 'one-click' claim form to verify. For full details about automated Delay Repay, please visit: tpexpress.co.uk/help/delay-repay-compensation

Valid Claims

Customers are responsible for submitting valid claims and we reserve the right to check the validity of all claims we receive. We treat fraudulent claims very seriously and will take further action if appropriate.

‘Do Not Travel’ advice

If we put a ‘do not travel’ order in place and ask customers not to travel, you will be entitled to a full refund on your single or return ticket if you follow this advice. Season Ticket holders will be due back a day of their ticket cost. This can be claimed by submitting a Delay Repay claim for a delay of 120 minutes+.

Compensation for failed Assistance booking

If you have booked assistance for your journey with TransPennine Express and we have not been able to provide this to you, we will pay you compensation. You will be compensated for 100% of the cost of your single ticket or 50% of the cost of your return. Please contact our dedicated Assisted Travel team on 0800 107 2149 to make your claim (remember to have your assistance booking reference to hand).

Season Tickets

Delay Repay for Season Ticket holders works in the same way as described in the Delay Repay section, however compensation is calculated using the proportional cost of the daily single ticket. This is calculated as follows:

Weekly ticket cost divided by 10;

Monthly ticket cost divided by 40;

Flexi Season cost divided by 16;

Quarterly ticket cost divided by 120; and

Annual ticket cost divided by 464

If you no longer require your Season Ticket and wish to apply for a refund, you should return to the point of purchase as described in the previous refunds section.

The value of refund that you are due is based on the difference between the cost of the Season Ticket that you purchased and the cost of a Season Ticket up to the date that you applied for a refund. If you are unable to travel due to sickness for a period of four weeks or longer, you are entitled to apply for a partial refund for that time. We may request supporting documentation such as a medical certificate in support of this.

For more information on Season Tickets, including what to do if you lost your ticket, and information regarding Smart Season Tickets, please visit: tpexpress.co.uk/train-tickets/season-tickets

If you hold a Flexi Season Ticket, the terms and conditions are a little different and can be found here: tpexpress.co.uk/train-tickets/season-tickets/flexi-season-tickets

Sustained poor performance for Season Ticket holders

We fully appreciate the impact that sustained poor performance has on our Season Ticket holders and we are committed to putting things right. If there is an ongoing period of poor performance at peak travel times (this is sometimes referred to as sustained poor peak performance), we will consider giving Season Ticket holders more compensation than that set out above. When we do this, we will consult Transport Focus, who are the independent transport watchdog.

Consumer Rights

In line with the National Rail Conditions of Travel, TransPennine Express will always consider all additional compensation claims for any losses or extra costs caused by the cancellation or delay to our services. This does not affect your legal rights as a consumer to make claims including under the Consumer Act 2015. If you believe this applies to your journey, please contact our Customer Relations department. You must not seek to recover the same money twice for example both under our claims process and the Consumer Rights Act 2015. However, claiming compensation using our claims process does not affect any additional statutory rights you may have, for example under the Consumer Rights Act 2015 where we as a company are at fault.

Delays to Manchester Airport Services

For airport journeys where you are traveling to catch a flight, it is important to allow sufficient time to get from the station to check-in and to allow for queues at check-in. If your scheduled train should have arrived at the airport three hours before your

flight is due to depart, but you were severely delayed by TransPennine Express or due to an issue affecting the railway, so missed the flight, then if the cause was within our control, we will assist in every possible way with your onward travel arrangements.

7. How to get involved with TransPennine Express

We work closely with Network Rail to continually improve the performance of our train services to make them more reliable. The way in which train service performance is measured is called the Public Performance Measure (PPM) as well as Cancellations and Significant Lateness (CaSL).

We have targets for PPM across our network and you can find details of these at tpexpress.co.uk/performance.

We actively seek and welcome the views of our customers and want you to share your experience. There are a variety of ways that you can do this:

- Send us your ideas through the online form on our website at: tpexpress.co.uk/help
- Participate in our TalkTPE events where you can meet and speak to TPE Managers and Directors. To find out more, please visit: tpexpress.co.uk/help/customer-panel
- Phone or write to us at our Customer Relations department (details are on the next page)

Regular feedback and working with our customers really helps us to plan improvements. We achieve this by:

- having a regular management presence at our stations
- carrying our regular market research and mystery shopping

We will publish our Customer Report every six months to update you on our plans and what improvements have been made. We will also tell you how we are performing against our key targets such as customer satisfaction, customer effort and punctuality.

8. Contact us

We are committed to providing you with the very highest standard of customer service. We want to be able to support and help you wherever you need it, and we love to hear from our customers. We offer a wide range of contact channels where you can make suggestions, claim compensation, ask questions and provide us with feedback.

Contact us via:

Online Form

Our online, easy to use web form can be found at: tpexpress.co.uk/help/contact-us. Here, you can send us your feedback, register a complaint or provide suggestions. Should your contact be regarding a complaint, we aim to respond to these within five days, but this may take a little longer when further investigation is needed, or we have received a high level of contact. The longest it will take us to respond to you is 20 working days.

Live Chat

Our live chat service is best suited to support you in making your booking online for TransPennine Express and all National Rail train services. We are available online 7 days a week from 06:00 – 23:00*.

Phone

Our team can be contacted on 0345 600 1671, 7 days a week, 06:00 - 23:00*. Here you will be able to speak to one of our friendly team to answer general queries regarding your journey and discuss complaints.

*Except Christmas Day when we are closed, and Boxing Day when we work reduced hours (which will be confirmed in the lead up to the holiday period)

Social Media

Talk to the team on X (Twitter) [@TPEassist](https://twitter.com/TPEassist) or WhatsApp 07812 223 336, who are on hand to help you 24 hours a day*. Please note response times may be slower between 23:00 and 06:00.

*Except Christmas Day and Boxing Day

Post

If you would prefer to write to us or need to post us a claim form for a delay, or refund claim, our address is:
Freepost TRANSPENNINE EXPRESS

Please bear in mind, letters can go astray in the post and, while we do work closely with Royal Mail to mitigate these issues, we cannot guarantee every letter will be received. To avoid your complaint or claim going astray please use our online 'contact us' forms to ensure that we receive your contact.

Our Complaints Handling Commitment

We consider every complaint as an opportunity to improve our service and will share the actions we have taken with you. You can see how we are performing on handling complaints and the actions we are taking in our six-monthly Customer Report.

If you phone us, we will do our best to resolve your complaint there and then. For cases that require further investigation, we will respond in full within five working days.

Complaints where we are already aware of the incident, such as a delay, submitted through our online Contact Us form will be responded to within three working days. For more complex complaints that may require more investigation, we aim to respond within five working days.

If you prefer to write to us, please write to the address on the previous page, and we will aim to respond to you within five working days (plus postage time, up to three further days).

If, due to any unforeseen circumstances, we are unable to achieve these times, we will contact you to let you know - please always include details of the best way to contact you.

However, you contact us, we will ask you to say whether you are happy for us to copy your information to people who can help resolve your issue or prevent it happening again, such as Network Rail or other train companies, and whether you are happy for us to share it with our Regulator, the Office of Rail and Road and the independent passenger watchdog, Transport Focus.

Still not satisfied?

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints between us and our customers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter'); or
- We have not resolved your complaint within 40 working days of receiving it; and
- No more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that is the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus, the independent consumer watchdog for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

On-line chat: [railombudsman.org](https://www.railombudsman.org)

Telephone: 0330 094 0362

Textphone: 0330 094 0363

E-mail: enquiries@railombudsman.org

Rail Ombudsman FREEPOST

1st Floor

Premier House Argyle Way

Stevenage

SG1 2AD

TransPennine Express
**Passenger's
Charter**

May 2024

