

Passenger's Charter

February 2020



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1. What you can expect from TransPennine Express

Welcome to TransPennine Express. We have developed our Charter specifically for you, to reflect our commitments and customer promise. We will provide you with a safe, punctual and reliable journey, and are committed to treating our customers in a fair, courteous and prompt manner at all times.

Our Customer Promise

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

Making it easy to do business with us – we want to ensure that we make your journey experience as effortless as possible making TransPennine Express easy to do business with.

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 take a common sense approach to resolving customer issues and take your views into consideration at all times.

Environment – our aim is to make TransPennine Express a sustainable business and we are committed to improving performance in relation to carbon, energy, efficiency, waste, water and other environmental impacts.

Our Passenger's Charter sets out our commitment to you to provide a high standard of service throughout all aspects of your journey with TransPennine Express. This Charter contains details on how you can get help planning your journey, where to purchase tickets and what you can expect on-board. We will also let you know how you can get extra help should you need it and what we will do should things go wrong. Through our Customer Consultation Forum and discussions with stakeholders, we will gain feedback on what you would like to see in our Passenger's Charter. We will publish this every two years.

National Rail Conditions of Travel

This Passenger's Charter sets out our commitment to you and to meeting our standards on every journey. It 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.

2. Planning your journey

We want to be able to keep you informed and support you throughout your journey with us. We will provide you with comprehensive, accurate and timely information in a customer-friendly way. This information is available to you in a variety of ways to suit your personal preference:

Our website

By visiting texpress.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 in regards to station opening times and facilities at your local station
- Learn more about the destinations that we serve
- Find and book hotels and car hire when booking your ticket with us through our partners
- Access our special offers

TPE Mobile app/real-time information

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*, watch movies, box sets and catch up TV on Exstream**, our exclusive on-board entertainment service and plan your journey from door to door. You can download our free Customer app for both iOS and Android.

*E-tickets are available for selected journeys only

** Exstream is only available onboard

Social Media

Follow us on Twitter [@TPEassist](https://twitter.com/TPEassist) to connect with our team, who are on hand to answer your general enquiries and provide information about your journey. We're available 24 hours a day. We're also available on Facebook by searching for 'TransPennine Express Trains' between 9am and 5pm Monday to Friday. You can also find our latest news and offers on Twitter | [@TPEexpresstrains](https://twitter.com/TPEexpresstrains). You can also message us on WhatsApp at **0781 2223 336**

From our colleagues

Our colleagues are on hand to support you with any enquiry that you have at our stations and on board our trains. All of our services have a conductor on-board to answer any queries that you have during your trip with us. You can also access information 24 hours a day via the Help Points located at all of 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

We display full timetable information at our stations. We aim, wherever possible, to display information at least 28 days in advance when services change as a result 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 texpress.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. You will be able to pick up leaflets about our products and services from all of our staffed stations.

3. Where to buy your tickets

At TransPennine Express our aim is to make it easy for you to buy a ticket for your journey with us. We will ensure sure 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.

From our website

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

- E tickets using our Mobile App (only available on certain ticket types)
- Self-print (only available on certain ticket types)
- 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 8 character reference to collect your ticket
- Standard class or first class post.

From our app

Our App is the perfect place to purchase tickets on the move, simply search 'TPEexpress' in the iOS and Android stores. We're continually extending our range of E tickets available.

From our Ticket Vending Machines (TVM)

At each of our stations and across the TransPennine network there are ticket vending machines where you can collect and purchase tickets. When using the TVM to collect tickets already purchased, please ensure that you bring the credit or debit card used to book and have your reference number to hand.

From 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 your 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 will monitor this carefully to ensure that we can offer a consistently high standard. The times that each ticket office is typically busiest will be displayed at the station.

Price promise:

We want you to be confident that when you buy train tickets using our website or TPEexpress app, you're getting the very best deal. We promise that if you find a TransPennine Express specific ticket anywhere elsewhere online on the same day at a lower price, we will refund you the difference.

Our price promise also includes tickets bought from a ticket vending machine (TVM) at any TransPennine Express Station. If you discover you could have bought a cheaper product for the identical journey, you may be entitled to a refund to the value of the difference in cost.

Remember, train tickets will need to be for an entire journey on a TransPennine Express service, for the exact same date, time, number of travellers and ticket type.

For details of how to claim, please visit texpress.co.uk/help

Travelling with us

Your Ticket

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, please, ensure that where required you have activated your ticket and that your device is sufficiently charged for your entire 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/about-us/passengers-charter/revenue-protection-policy

Upgrading to First Class

If you're travelling with a Standard Class ticket you can upgrade to First Class once you have paid the appropriate supplement to 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.

Unless an upgrade has been purchased, the service has been officially declassified (i.e. where permission has been granted by the conductor), or the conductor has used his discretion in exceptional circumstances for individuals, Standard Class ticket holders are not entitled to travel in First Class. Failure to move or to upgrade when requested could result in prosecution for fare evasion.

TransPennine Express operates in accordance with the National Rail Conditions of Travel. You can download a copy of the Condition of Travel online or pick up a copy at our staffed stations.

Reservations / Seat Promise

Seat reservations can be made for the majority of TransPennine Express 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.

We also offer a Last Minute Reservations service, which can be booked up to 10 minutes before your journey. You can book these reservations at lastminute.tpexpress.co.uk

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 via cheque depending on your preference. To make your claim, please ensure that the conductor on-board endorses your ticket or reservation coupon. Please ensure claims are submitted within 28 days of the date of travel to our Customer Relations team.

Please be aware that TransPennine Express does not offer seat reservations for season ticket holders.

4. At our stations and on our trains

At TransPennine Express we pride ourselves on ensuring that we provide you with stations and trains that 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 across the TransPennine Express network:

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

You can plan your door to door journey on our website or via our Mobile App. Alternatively, Traveline provides information on getting to and from our stations by visiting traveline.info or by calling on **0871 200 2233**.

Keeping you safe

TransPennine Express is 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 of 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 one of our stations, 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, anywhere on our trains and stations.

WiFi & onboard entertainment

We understand that you want to stay connected on your journey. We have now installed complimentary WiFi and on board entertainment (Exstream) on all of our trains.

Exstream is our complimentary entertainment portal which allows you to watch the latest films, TV shows and read a range of magazines on board. Simply connect to 'TPE WiFi' on board and log in using our Mobile App. More information can be found on our website at: tpexpress.co.uk/travelling-with-us/train-wifi-and-entertainment/

If you need any assistance using our on board WiFi, then telephone our WiFi support on **+44 (0)208 028 0359**. WiFi is also available at all of our 19 managed stations.

Lost property

If you have left lost property on a TransPennine Express service or at one of our managed stations, 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 the majority of TransPennine Express 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 TransPennine Express trains. Cycle reservations are free, and can be made up to 15 minutes before you travel.

Reservations can be made when booking your tickets with us on our website at tpexpress.co.uk or via the TPEXpress App.

Alternatively, you can also book reservations by:

- Calling our Customer Relations team on **0345 600 1671**
- Tweeting us @TPEAssist
- Messaging us on WhatsApp at **0781 2223 336**

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

Making rail accessible

At TransPennine Express our 'Making Rail Accessible' guide provides details of our commitments to help older and disabled customers to use our services. The policy is available to download from our website, collect from staffed stations where our services call, or by request from our Assisted Travel team. The policy can also be requested in alternative formats, such as braille or large print.

Assisted travel

We provide assistance to any customers who require it when travelling to or from our stations, or on our services.

Assistance can be requested in advance through our dedicated Assisted Travel team for anywhere on the National Rail network, or can be requested from the station teams when you travel, who will endeavor to provide the help and support you require as quickly as possible.

We recommend that, where possible, you book assistance in advance. Each operator has different timescales for when assistance can be booked. Generally, you should seek to book assistance no less than 24 hours before you travel, however, if you are travelling directly between two stations managed by TransPennine Express on a TransPennine Express service, you can request assistance as little as 2 hours in advance of your journey.

Accessing the station

We invest in making improvements to 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, so we recommend that you check with National Rail at nationalrail.co.uk/stations_destinations

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.

You can contact our Assisted Travel team by calling Freephone **0800 107 2149** to book assistance, or for any queries about the accessibility of our stations or services. Alternatively you can find information and request assistance online at tpexpress.co.uk/travellingwithus/assistedtravel.

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.

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 team 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 will also push out information via our Twitter account [@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 as a result 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 you decide not to travel as a result of a cancellation to your service you will be due an abandoned journey refund from the retailer who sold you your ticket.

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. 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.

If we advise you not to travel (for example, because severe weather is disrupting the service), and you take that advice, we will give you a full refund for all unused tickets, including unused tickets for parts of your journey which are with other train companies and tickets for return journeys that you no longer need. We will not charge a fee. If you did not buy your ticket from us, you will need to return it to the original retailer or train company. If you have a Season Ticket, we will pay you compensation based on the cost of two single journeys (the proportion of the ticket price we will pay as compensation is the same as for Delay Repay – see page 12).

How to claim for a refund

For tickets purchased on our website, [tpexpress.co.uk](#), you can apply for a refund by logging into your account and following the instructions for claiming a refund. This also applies to tickets bought through our mobile app. The refund will go back onto the credit or debit card used to purchase the tickets.

For tickets purchased from a station ticket office or ticket vending machine, please return to the station within 28 days of the expiry of the ticket.

For tickets purchased via telesales, please post your ticket with a cover letter back to our telesales team. The address is on page 14.

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

Season Tickets

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

The amount 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 please visit; [tpexpress.co.uk/train-tickets/season-tickets](#)

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:

- If your journey with TPE was delayed by 15 minutes or more, we'll provide compensation under our Delay Repay scheme. The amount of compensation you are entitled to is shown below.
- 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 had a First Class ticket but had to stand for your journey

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. The level of compensation that you are due is explained below:

- 15 to 29 minutes delay: 25% of your single ticket cost, 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.

If you have a combination of tickets for your journey, we will compensate you for your whole journey.

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.

Our Delay Repay form asks you to choose how we pay your compensation:

- In cash, 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.
- Straight back into your bank account via BACs or back to card payment (please note this option is only available on our online form)

If you have received a National Rail voucher and want 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 there are delays and cancellations, we will always try to tell you before you buy a ticket. Therefore we do not normally accept a claim if you knew there was disruption and

still decided to travel. 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

The quickest and easiest way to claim Delay Repay is by visiting tpexpress.co.uk help and completing our online Delay Repay form. 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). Please ensure that all claims are submitted within 28 days of your delay. Please ensure that where your journey involves an automatic ticket gate that you show your ticket to a member of staff rather than using the gate so that you can keep your ticket for claiming compensation.

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 website. We can then use these for future claims.

We will be offering customers who purchase Advance Tickets via tpexpress.co.uk or the TPExpress App Automated Delay Repay. Please visit tpexpress.co.uk/help/delay-repay-compensation for more details.

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 opposite, 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;
- Quarterly ticket cost divided by 120; and
- Annual ticket cost divided by 464.

Sustained poor performance for Season Ticket holders

We fully appreciate the impact that sustained poor performance has on our Season Ticket customers 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.

Your 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, it is important to allow sufficient time to get from the station to check in and allow for queues. We strongly recommend that you follow the airlines guidance on when to arrive at the airport. If your scheduled train should have arrived at the airport two hours before your flight is due to depart, but you were severely delayed by TransPennine Express, so missed the flight, then if the cause was within our control, we will assist in every possible way with your onward travel arrangements. If necessary, we will provide overnight accommodation to enable you to make an early start the following day.

Punctuality & Reliability

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). This is made up of punctuality and reliability.

We have targets for PPM across our network and you can find details of these at tpexpress.co.uk/performance. We are committed to providing you with regular updates on how we are performing.

You will find these online, and in our six monthly Customer Report, and on posters at our stations.

7. How to get involved with TransPennine Express

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 Customer Consultation Forum, details can be found on our website tpexpress.co.uk/customerforum
- 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 out 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 that 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

At TransPennine Express 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 to suit you 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. Here you can send us your feedback, register complaints or provide suggestions. Should your contact be regarding a complaint, we aim to respond to these within three days but may require a little longer when further investigation is needed.

Live Chat

Our live chat service is best suited for help 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 book tickets, answer general queries regarding your journey and discuss complaints.

Social Media

Talk to the team on **@TPEassist**, who are on hand to help you 24 hours a day*. See our other social media sites:



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:

Customer Relations
TransPennine Express
ADMAIL 3878
FREEPOST
Manchester
M1 9YB

Please bear in mind, letters can go astray in the post and, while we do work closely with Royal Mail to mitigate these issues, this is not 100% preventable. To avoid your complaint or claim going astray please consider our online 'contact us' forms to get in touch without risk of your issue getting lost.

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.

*Except Christmas Day and from 08:00 till 18:00 on Boxing Day, New Year's Eve and New Year's Day.

If you prefer to write to us, please write to the address above, 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, Rail Ombudsman.

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 haven't 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 won't 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's 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 the independent consumer watchdog for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Opening Times

Monday to Friday 0900 – 1700
(Excluding Bank Holidays)

On-line chat: www.railombudsman.org

Telephone: 0330 094 0362

Textphone: 0330 094 0363

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