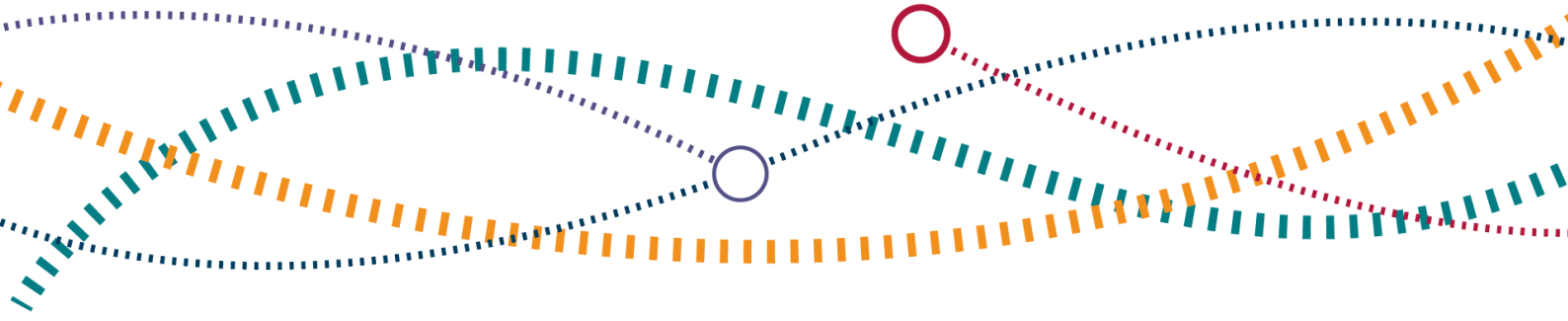
Reference guide for ORR Core Data compliance reporting

April 2026 to March 2027

27 March 2026



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1. Introduction

Purpose of this document

1.1 This guidance has been produced to support train operating companies ('Operators') when reporting their compliance 'Core Data' to ORR. Core Data is the term ORR uses to describe the primary compliance monitoring framework it uses to assess its licensees' compliance with their regulatory obligations in relation to passenger-facing activities. The Core Data reporting requirement is formally reviewed annually to ensure that ORR's monitoring remains relevant, proportionate and well-targeted.

1.2 A full list of Core Data indicators can be found in Annex 1 of this document.

1.3 The ORR licence conditions can be found on the licensing section of the ORR website.

Reporting template

1.4 The Core Data reporting template is located on the Core Data section of the ORR website (please see the 'Related publications' section at the bottom).

1.5 Where data cannot be provided, please leave the table empty and provide a note in the commentary section below the table.

Training or refresher in data submission

1.6 If you are new to reporting, or require a refresher on any reporting sections, please email rail.stats@orr.gov.uk and we will be happy to provide support.

Questions or feedback

1.7 For any questions or feedback please email rail.stats@orr.gov.uk.

2. Updates for April 2026 to March 2027

2.1 The table below provides details of changes to Core Data for April 2026 to March 2027. This includes the removal of some sections and changes to the data required in others.

Section	Change
Section H (delay compensation claims)	The definition of a closed claim has been updated to clarify that it is one for which an initial decision (approval or rejection) has been made. Appeals should not be counted as new claims. This applies to measuring the time taken to close a claim (i.e. appeals should not be considered in measuring the time taken to close claims).
Section I (redress for booked assistance failure)	The definition of redress (paragraph 10.8) has been updated to include the following: *Redress could take a variety of forms, such as an apology, a gesture of goodwill, and/or financial compensation.* *The form and, where appropriate, value of this redress must be determined on a case-by-case basis to allow operators to consider the circumstances of the case. The operator must explain to the passenger in its response why the assistance was not provided, and what steps have been taken to ensure the failure does not reoccur.* The definition of a claim that is approved and redress provided (paragraph 10.16) has been updated to include the following: *This should include any form of redress that is provided to the passenger including, for example, an apology.* The definition of a claim that is approved but redress could not be provided (paragraph 10.17) has been updated as follows: *Of the claims closed (metric b), the volume of claims which were approved but **where any element of the redress** could not be provided to the passenger. For example, this may include instances where the Operator attempted to recontact the passenger to provide redress (**such as financial compensation**), but the passenger did not respond.*

3. Complaint definition

What counts as a complaint?

3.1 The following, as well as Sections A and B, supplement the Complaints Code of Practice, and should be read alongside that document.

3.2 The complaint definition is used for reporting in Sections A and B.

3.3 The Complaints Code of Practice defines a complaint as:

> **"Any expression of dissatisfaction by a customer or potential customer about service delivery or company or industry policy where a response or resolution is explicitly or implicitly expected."**

3.4 The following contact methods for complaints are currently collected in Sections A and B:

- Letter (including comment cards).
- Email or Webform.
- Telephone call.
- Meet the manager.
- Online forums (including live chat).

Meet the manager and online forums

3.5 ORR recognises that meet the manager and online forums generate lots of customer feedback. To count as a complaint the feedback should lend itself to investigation as per our complaints definition. The licence holder should then assist the complainant in making a formal complaint, which will then be dealt with in accordance with the licence holder's Complaints Handling Procedure.

Live chat

3.6 Live chat is increasingly being used by Operators to interact with passengers. While many of the comments may be classified as general feedback or enquiries, the same approach listed for meet the manager and online forums above should be used to determine if correspondence needs to be escalated as a formal complaint.

3.7 If the complaint is recorded directly through the live chat, this should be categorised within online forums contact method within Section B.

3.8 If the complainant is forwarded to another method to make a complaint (e.g. forwarded a link to a webform), then the complaint should be recorded by the contact method in which the complaint was received.

Telephone complaints

3.9 All telephone complaints should be recorded. If a complaint is made without the person leaving their details, this should still be captured as a complaint within Sections A and B.

What should not count as a complaint

3.10 The following criteria are out of scope and should **not** be counted as a complaint within Sections A and B:

- Another Operator's complaint.
- Delay compensation claim (unless a complaint, see note below).
- Feedback (see note below).
- Praise (see Section B for further information).
- Social media (see note below).
- Complaints about other rail organisations (e.g. National Rail Enquiries, Transport Focus, and London TravelWatch).

Another Operator's complaint

3.11 Complaints which relate to another Operator (these are sometimes referred to as 'OTOC complaints') should **not** be included within the complaint data. A complaint about a specific train, staff member, ticket office or station shall be owned by the licence holder responsible for that train, staff member, ticket office or station. A

complaint about a delay will be owned by the licence holder on whose train the passenger was travelling when the delay occurred (see Complaints Code of Practice sections 1.12 and 1.13).

Delay compensation claims

3.12 Data regarding delay compensation claims (e.g. delay repay) should be recorded in Section H (delay compensation) and not be included in the complaints data. A standard delay compensation claim is not a complaint.

3.13 However, complaints about delay compensation schemes, claims or claims processes **should** be included in the complaints data and there are specific categories within Section A to capture this.

Feedback

3.14 Feedback can take the form of comments which are neutral, positive or negative. Feedback comments should **not** be included unless they are classified as a complaint. All forms of feedback are valuable. For example, feedback that is not necessarily a complaint could still help to drive improvement. Licence holders are therefore encouraged to invite wider feedback and praise via their complaints page and other channels, as appropriate (see Complaints Code of Practice section 1.37).

Praise (in Section B)

3.15 Correspondence exclusively containing praise comments should **not** be counted within the **Section B** complaint data. This is because Section B is used to calculate an Operator's complaints rate (complaints per 100,000 journeys). If praise is included in Section B it will inflate the complaints rate for the Operator and give a false representation of the number of complaints closed.

3.16 However, praise **should** be included within **Section A** (see row 81 of the template). This can include praise comments included within complaint correspondence, or separate praise closed through contact methods listed in Section B (see Sections A and B for further details).

Social media

3.17 Comments received through social media should **not** be included in the complaints data. However, there may be circumstances in which the feedback on social media lends itself to further investigation.

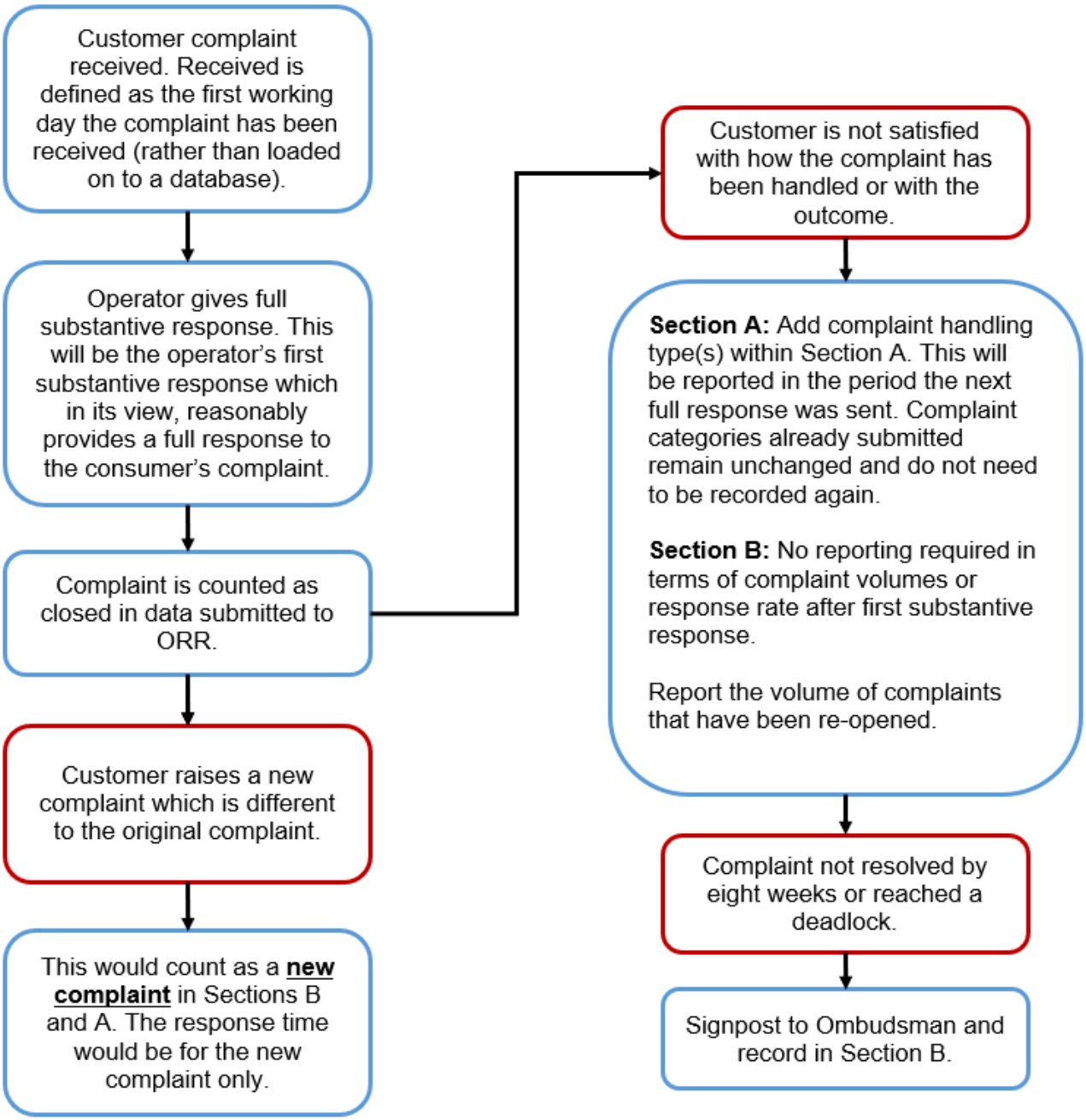
3.18 Where a complaint is made via social media and the licence holder cannot resolve it on the spot, the licence holder must, as a minimum, assist the complainant in making a complaint by signposting them to the appropriate channels (see 1.40 of the Complaints Code of Practice). For example, this may involve signposting the complainant to a webform or providing an email address at which they can log formal complaints. This complaint will then be in scope to be included in the data submitted to ORR and, when closed, should be recorded in Section B in the category by which the formal complaint was received.

Other rail organisations

3.19 Complaints about other organisations such as National Rail Enquiries, Transport Focus and London TravelWatch should **not** be recorded within the complaints data. Such complaints should be referred to the relevant organisation.

How to record a complaint

3.20 The following flow diagram gives an overview of how a complaint should be recorded in the data template. Further guidance, e.g. asking a complainant for further information, is provided in the following chapters.



4. Section B – Complaints

4.1 Guidance on Section B has deliberately been placed before Section A in this document since correct understanding of how to report Section B is required first to complete Section A.

4.2 Section B records complaint volumes by different contact methods and response times to those complaints. This section also records Ombudsman referrals. Section B fulfils Complaints Handling Procedure (CHP) indicators 1, 2 and 7 (see Annex 1 for more information on Core Data indicators).

Reporting timescales

4.3 To be submitted every rail reporting period. Submission dates are shown on the cover sheet of the data template.

Total number of complaints closed (rows 6 to 10 and 14)

Metric	Contact method	P1	P2	P3
Number of complaint correspondence	Letter			
	Email/Webform			
	Telephone			
	Meet the Manager			
	Online Forums			
Total number of complaints closed		0	0	0

4.4 The methodology for reporting complaint volumes is set out below.

Complaints closed

4.5 Complaint correspondence volumes are based on the number of complaints **closed** within a period (as opposed to complaints received).

4.6 For the purposes of reporting data to ORR, a closed complaint is one which has had a first full substantive response. This is defined as:

The Operator's first substantive response which, in its view, reasonably provides a full response to the consumer's complaint. This does not include an acknowledgement or holding response.

4.7 For details on how to calculate response times in cases where a complainant does not respond within 10 working days, please see paragraph 4.30 for details.

4.8 Once this data in Section B have been submitted to ORR for a particular period, they should remain fixed, with no retrospective changes required.

Correspondence following the first full substantive response

4.9 Any responses following the first full substantive response regarding the same complaint should not be reported within this section of the data template (rows 6 to 10 and 14).

4.10 For example, if the complainant is not satisfied with how the complaint has been handled or with the outcome and this results in a 'comeback' which leads the Operator to reopen the complaint, this will **not** count as an additional complaint volume in Section B.

4.11 It is only in circumstances where the complainant makes a **new complaint** (i.e. materially distinct from the original complaint) that it should be categorised as a new complaint in Section B.

Reporting example for a complaint 'comeback'

4.12 In this example, the original complaint was about the attitude of staff at station X. If the Operator has sent a first full substantive response but the passenger then comes back and complains that on a different day staff at station Y were also unhelpful, then this should be recorded as a **new complaint** in Section B with the subject of the new complaint also logged in Section A.

4.13 In contrast, the comeback would be considered '**related'** to the original complaint if it was expressing the complainant's dissatisfaction about how long it took for them to receive a response to the original complaint. This would mean the complaint is reopened but the additional complaint about the response time would only be recorded in Section A (in the period in which the complainant came back), with no additions made to Section B. The same would apply if the complainant disagreed with the outcome of the complaint and no further action was required.

Multiple complaint types in one correspondence

4.14 If there are multiple complaint types within a single complaint correspondence, this should be recorded once within Section B (rows 6 to 10 and 14). This is because Section B records the number of complaint correspondence closed. Within Section A, each complaint type is recorded separately (see guidance in Chapter 5 for Section A reporting).

4.15 For example, if a complaint correspondence contains a complaint on both the punctuality of the journey and on accessibility issues, this will be counted as one complaint within Section B.

Response times to complaints (rows 11 to 16)

Percentage of complaints responded to within 10 working days	All contact methods (%)	
Percentage of complaints responded to within 20 working days	All contact methods (%)	
Percentage of complaints responded to within 30 working days	All contact methods (%)	
Total number of complaints closed		**0**
Total time to respond to complaints closed within period (working days)		
Average time to respond to complaints within period (working days)		-

4.16 The methodology for reporting response times to complaints is outlined below.

Response times are based on complaints closed

4.17 Response times to complaints are based on those **complaints closed** during the period (as reported in rows 6 to 10 and 14 of the complaint volumes section). For example, if 100 complaints were reported as closed (row 14), then the response time calculation would be based on those 100 complaints.

Calculating response time

4.18 The response time is based on when the complaint was first received by the Operator to when the Operator issued the first full substantive response. In cases where a complaint is initially sent to the wrong Operator, the response time should still be calculated against the time at which the complaint was first received rather than from the point that the correct Operator receives the complaint.

4.19 Received is defined as the first working day that the complaint reached the Operator. This is **not** when the Operator first uploads the complaint to a complaints management system.

4.20 The first full substantive response is defined in paragraph 4.7 above.

Response times are based on working days

4.21 The number of days to answer a complaint is to be reported in working days only, and therefore excludes weekends and bank holidays.

4.22 The response time to each **individual complaint** should be recorded to the nearest **whole working day**. If the first full substantive response is provided on the same working day the complaint is received (i.e. the first working day), then this should be counted as a response time of 1 working day. If the first full substantive response is provided on the next working day, then this should be counted as a response time of 2 working days (and so on). As such, the **Total time to respond to complaints** should be reported in whole days.

Correspondence following the first full substantive response

4.23 Further correspondence with the complainant following the first full substantive response should **not** be counted as part of the response time. Response times to complaints should reflect the first full substantive response only.

4.24 If the complainant makes a new complaint, then it should be categorised as a new complaint with its own response time.

Total time to respond to complaints closed within period and average time to respond to complaints

4.25 This is the total amount of time, in whole working days, that were taken to respond to the complaints closed in the period.

Once entered into the template, the (mean) average time in working days taken to respond to complaints closed within that period is calculated. The table below gives a simple example of the process. Four complaints with a total of 33 working days result in an average of 8.25 working days per complaint.

Complaint	Working Days
1	6
2	4
3	16
4	7
Total days	33
Total days divided by number of complaints	33 divided by 4 equals **8.25**

Percentage of complaints responded to within 10, 20 and 30 working days

4.26 The percentage of complaints responded to within 10, 20 and 30 working days should be provided to at least two decimal places.

Response times reporting example

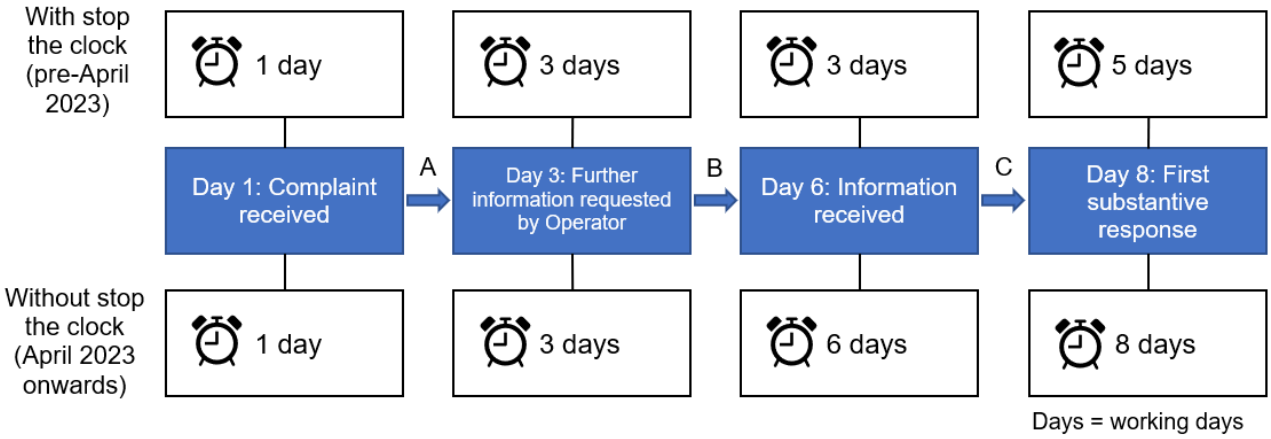
4.27 The Operator received a complaint by email and made a first full substantive response on the 15th working day. The complaint is reopened and takes a further 10 working days to issue another response. The first full substantive response of 15 days is included only within the response time. The complaint will be recorded in Section B in the following way:

Metric	Contact method	P1
Number of complaint correspondence	Letter	
	Email/Webform	1
	Telephone	
	Meet the Manager	
	Online Forums	
Percentage of complaints responded to within 10 working days	All contact methods (%)	0.00%
Percentage of complaints responded to within 20 working days	All contact methods (%)	100.00%
Percentage of complaints responded to within 30 working days	All contact methods (%)	100.00%
Total number of complaints closed		**1**
Total time to respond to complaints closed within period (working days)		15
Average time to respond to complaints within period (working days)		15.00

Putting the complaint on hold while waiting for the complainant to respond

4.28 In August 2021, ORR first consulted the rail industry on a draft Complaints Code of Practice. This included proposals to remove 'stop the clock', which is the process of putting a complaint on hold while waiting for the complainant to respond. A new Complaints Code of Practice and amended licence condition was published on 2 February 2023. **Since 1 April 2023, a complaint response time cannot be paused if the Operator is waiting for the complainant to reply** (e.g. to provide the Operator with more information to enable the complaint to be investigated).

4.29 The flow diagram below shows an example of how response times should be calculated from April 2023 onwards, without the use of stop the clock.



4.30 The response time is calculated in the following way, based on the flow diagram example above:

- Part A: From the date the complaint was received to the date the Operator asked for more information required to fully respond to the complaint = 3 working days (if the first substantive response is provided on the same working day as the complaint is received, then this counts as 1 working day for response time).
- Part B: From the date the Operator asked for more information to the date when the information was received = 3 working days.
- Part C: From the date the Operator received the requested information from the complainant to replying with the first full substantive response = 2 working days.
- Therefore the response time for this one complaint would be calculated as: A + B + C, i.e. 3 + 3 + 2 = 8 working days in total.

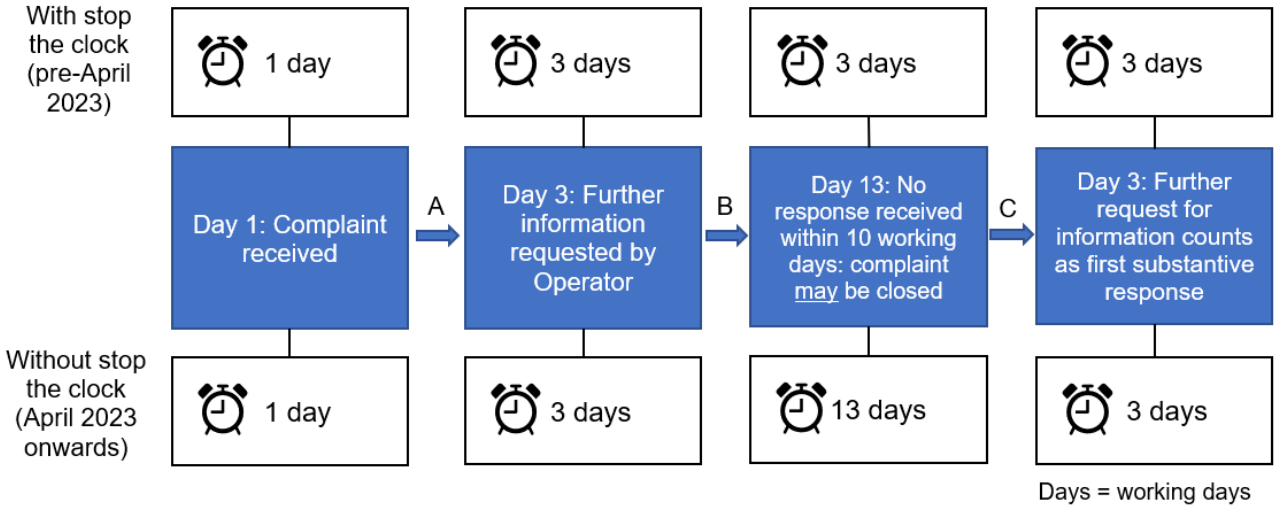
Calculation of response time where a complainant does not provide further information within 10 working days

4.31 If the Operator requests further information from the complainant, and the complainant does not respond within 10 working days, the Complaints Code of Practice states that the Operator may choose to close the complaint (see 1.51 of the Complaints Code of Practice for further details[1]). In these circumstances, the

[1] Note that if these circumstances apply, the Operator must inform the complainant that they may close the complaint, along with how the complainant can get in touch with the Operator if they wish for their complaint to be reopened.

complaint is closed and the original request for further information should count as the first substantive response in Section B.

4.32 In the example below, the complainant was asked to provide further information on Day 3. The complainant does not respond within 10 working days. The request for information issued on Day 3 counts as the first substantive response. The complaint should be recorded in Section B as a closed complaint.



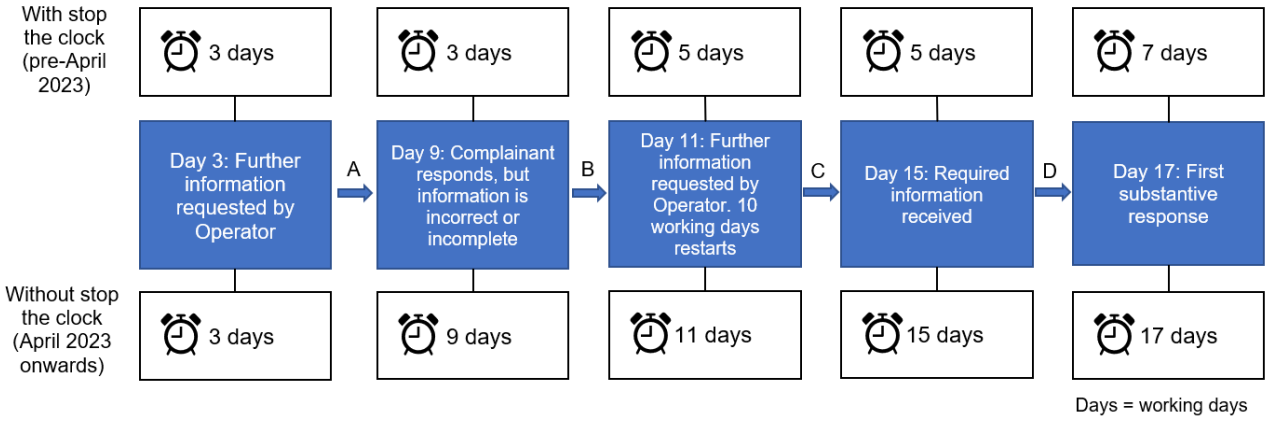
4.33 The complaint should be recorded as closed in the period in which the 10 working days expire. For example, in the scenario above, if the request for further information was made in Period 1, but the 10 working days expired in Period 2, the complaint should be counted as closed in Period 2 (with a response time of three days) even though the request for further information was made in the previous period.

4.34 Should the complainant provide further information at a later date, the complaint should be reopened but any responses should not count again as a complaint closed in Section B. This is to ensure that complaint volumes are not inflated. It should also not count as a complaint reopened in Section B (complaints reopened volumes are to be reported as per the definition in paragraph 4.47 below).

Calculation of response time where more than one request for further information is made

4.35 Where the complainant responds to a request for further information within 10 working days, but the information provided is incorrect or incomplete and a further request for information is required, a new 10 working day period begins.

4.36 In the example below, the complainant responded six days after the initial request for further information; however, a further request for information was required. The complainant has 10 working days to provide a response from the day on which the second request for information is sent. The complainant provides the required information on Day 15 and the first substantive response is issued on Day 17. The clock does not stop and this counts as a 17 day response time.



4.37 Should the complainant fail to respond within 10 working days of the second request for information, then the **initial request** for information should count as the first substantive response. In the example above, this would be **3 working days**.

4.38 In such a scenario, the same process as set out in paragraph 4.36 should apply if the complainant comes back after more than 10 working days.

If the 95% within 20 working days requirement is not met (row 12)

4.39 If the percentage of complaints closed within 20 working days is lower than 95%, ORR should be informed of the following:

- The reason for the extended response times and their expected duration.
- The plans in place to remedy the situation.
- The procedures in place to ensure that the quality of responses is maintained.
- Any steps taken to advise affected complainants.

4.40 If the failure to meet the 20 working day requirement is due to any large or unexpected increase in complaint volumes, you should inform ORR as to how you will build resilience into recovery plans so that any prolonged period of non-compliance does not reoccur.

4.41 Please add your response to the commentary rows within Section B. If further explanation needs to be provided, please send to rail.stats@orr.gov.uk.

Total number of complaints received (row 17)

4.42 The volume of complaints received throughout the period. At the time of reporting a particular period's data, this data may contain other correspondence which has yet to be classified as a complaint, such as general enquiries, praise or reopened complaints.

4.43 Complaints received data should be revised if the correspondence counted within this metric are subsequently recategorised as non-complaints in following periods.

4.44 For example, in Period 1, 100 complaints were reported as being received. During Period 2, the Operator investigated those 100 complaints received in Period 1 and noted that 20 were found to be general enquiries (i.e. should not be categorised as a complaint). The Operator should therefore revise Period 1 data down to 80 complaints (100 minus the 20 which were recategorised as general enquiries).

Volume of complaints reopened (row 18)

4.45 The volume of complaints reopened within the period. Complaints reopened are those complaints which have already had a first full substantive response either in that period or a previous one, but the complainant has 'comeback' due to not being satisfied with how the complaint has been handled or with its outcome.

4.46 Operators should report on complaints reopened during the period, irrespective of what period the initial contact was, rather than reopened complaints closed during the period.

4.47 At the time of reporting a particular period's data, correspondence yet to be categorised should not be included in this metric. Operators should report on only those complaints that have been classified as reopened, and not include all correspondence. This data may need to be revised retrospectively if Operators subsequently categorise further complaints received in a period as reopened.

4.48 A reopened complaint does not count towards the volume of complaint correspondence (rows 6 to 10 and 14). This is because the complaint correspondence data only records complaints which require a full substantive response, and the reopened complaint will have previously been recorded in this section.

Volume of complaints outstanding at the end of the period (row 19)

4.49 This is the number of complaints received by the operator (in any period) for which a first substantive response has not been provided.

Signposting to the Ombudsman

4.50 Signposting refers to the stage in the complaints process where the Operator issues an alternative dispute resolution (ADR) letter. This will be through either a 'deadlock' or '8 week' letter, informing the complainant of their right to take their unresolved complaint to the relevant ADR scheme, i.e. the Rail Ombudsman (see clauses 1.68 to 1.70 of the Complaints Code of Practice).

4.51 Signposting is different from providing information about ADR membership in complaint acknowledgements. All acknowledgements of complaints (including telephone, letter and electronic communications) must explain that the licence holder is a member of the relevant ADR scheme, an impartial service who can assist when complaints remain unresolved, and signpost complainants to where they can find out further information about the scheme (see 1.67 of the Complaints Code of Practice).

4.52 Operators must report on the volume of complaints that are formally signposted to the Ombudsman via ADR letters. This will be reported based on the volume of either '8 week' or 'deadlock' letters. Only complaints are eligible for the Ombudsman. Delay compensation claims are ineligible. A customer that is dissatisfied with the outcome of a claim must raise a complaint to become eligible for the Ombudsman process.

Volume of complaints signposted to the Ombudsman (rows 20 and 21)

Volume of complaints sign-posted to the Ombudsman - deadlock letters	Volume of 'deadlock' letters			
Volume of complaints sign-posted to the Ombudsman - 8 week letters	Volume of 8 week letters			

Deadlock letters (row 20)

4.53 These are letters sent to the complainant signposting them to the Ombudsman before it reaches the 8 week stage where the Operator and complainant cannot agree a resolution to the complaint.

4.54 If the complaint reaches deadlock and the deadlock letter has been issued, it should not be counted within the volume of 8 week letters as well.

8 week letters (row 21)

4.55 This refers to the number of letters sent to complainants at the 8 week stage (in calendar days from when the complaint was received) signposting them to the Ombudsman where a resolution to the complaint has not been achieved. 8 week letters are the equivalent of 40 working days.

Methodology for reporting response times

4.56 The timeframe for an Ombudsman referral (whether for a deadlock letter or an 8 week letter) should be taken from the date the complaint was received by the Operator. The timescale runs continuously from when the complaint was received, and the Operator should not use ‘stop the clock’. The complaint should not be put on hold, including where the complaint has been reopened.

Average time to deadlock (row 22)

4.57 This refers to the average time in working days that complaints take to reach deadlock within a period. It should be reported to the nearest whole day.

5. Section A – Complaint categories

5.1 Section A categorises the type of complaints which were closed in Section B. It also categorises reopened complaints (see paragraph 5.10 for details on how to process complaints that have been reopened). This fulfils CHP indicators 3 and 4, as well as accessible travel policy (ATP) indicators 12 and 17 (see Annex 1 for more information on Core Data indicators).

Reporting timescales

5.2 To be submitted every rail reporting period. Submission dates are shown on the cover sheet of the data template.

Categorisation of complaints

5.3 Each cause for a complainant's expression of dissatisfaction (complaint type) within a complaint correspondence should be recorded in Section A. One complaint can be recorded in more than one category. However, one complaint subject should only be recorded in one category. For example, a complaint about a lift being out of service should be recorded in the facilities and services under station quality. However, if the complaint related to disabled access, then it should instead be recorded in lack of accessible facilities.

5.4 Within Section A there is a pre-set list of complaint categories. The categories consist of 14 level 2 categories, which are further disaggregated into 77 level 3 categories. For example, one of the level 2 categories is on accessibility issues and has 20 sub-categories listed within level 3. There is also a row for praise (see paragraph 5.13).

Reporting example

5.5 If a complaint correspondence contains two types of complaint categories, such as one on train service performance and one on accessibility issues, then this will be recorded twice within Section A: Once under train service performance, and once under accessibility issues (in contrast this will be recorded as one complaint only in Section B).

Level 1 Category	Level 2 Category	Level 3 Category	P1
All Contact Methods	Accessibility issues	Assistance booking process	1
All Contact Methods	Train Service Performance	Punctuality/reliability (i.e. the train arriving/departing on time)	1
Grand total (of all complaints excluding praise)			**2**

Complaints that have been reopened

5.6 If the complainant is not satisfied with how the complaint has been handled or with the outcome, then the complaint may be reopened, and the Operator may send another response. When the Operator responds with the next substantive response, the complaint handling type(s) will be categorised in Section A in the period the Operator sent the next substantive response. **Complaint categories already recorded in Section A at the time of the first substantive response should not be recorded again.**

5.7 The reopened complaint will count as a complaint reopened in Section B (see Chapter 4 above for guidance on Section B).

Difference between Sections A and B

5.8 The total number of complaints in Section A will be higher than or equal to Section B. This is because each complaint recorded in Section B should be classified at least once within Section A. There is a quality assurance check in Section A which will highlight if Section A is lower than Section B. If row 85 within Section A shows a ‘check’ note, please ensure all complaints in Section B are categorised in Section A.

Praise (row 83)

5.9 Praise should be recorded in Section A (but **not** Section B). The following praise definition describes what the praise comment requires for it to be in-scope

Praise should only be recorded if there is specific satisfaction shown about service delivery, or about company or industry policy. General phrases such "thanks" or acknowledgement or receipt of the Operator's reply should not be included.

5.10 For example, praise could include a comment about how a member of staff has gone above and beyond normal duties and there is clear recognition of this within the comment.

Complaints mapping

5.11 Within the data template there is a complaints mapping document. This gives examples and guidance for the type of complaints which may fall under each level 3 category. It also includes guidance on COVID-19 type complaints. Where possible please use this as a guide so all Operators are categorising complaints in a consistent manner. If you notice any type of complaint missing, please inform ORR (rail.stats@orr.gov.uk) and we can update the mapping table.

6. Section C – Alternative accessible transport (AAT)

6.1 Section C records the volumes of alternative accessible transport (AAT), and the type of AAT used. This Section fulfils ATP indicator 14 (see Annex 1 for more information on Core Data indicators).

6.2 AAT is defined as the total number of occasions when alternative accessible transport (such as a taxi) has been provided to a passenger or passengers. A guide to what is covered by AAT can be found on the ORR website.

Reporting timescales

6.3 To be submitted quarterly with periods 4, 7, 10 and 13. Submission dates are shown on the cover sheet of the data template.

What should not count as AAT

6.4 The following instances for operators booking vehicles are out of scope and should **not** be counted within the AAT figures in Section C:

- Goodwill gestures.
- Passenger stranded.
- Medical assistance.
- Transportation beyond the station and train journey.
- Rail replacement – Vehicles used for rail replacement should be recorded in the PSVAR data submission. Only vehicles used to transport a passenger when the rail replacement vehicle in place is not accessible should be recorded under AAT.
- Vehicles booked for train drivers and other staff. **AAT should show passenger journeys only**.

Alternative accessible transport volumes (rows 6 to 11)

6.5 The total number of occasions when alternative accessible transport (such as a taxi) has been provided to a passenger or passengers. In cases where a vehicle serves more than one passenger, this should still be counted as one instance of

AAT. A count of the reasons why AAT was provided should be recorded under categories a to e.

Metric	P1
Alternative accessible transport (AAT) - Total	0
a) station inaccessible	
b) unstaffed station	
c) lift(s) out of service	
d) disruption	
e) other	

6.6 The table below provides guidance as to when each category should be used:

Category	Description	Examples of what can fall in this category
a) station inaccessible	Where the station is not designed in a manner in which a passenger with accessibility issues is able to use the station.	Instances when AAT is requested because the station is inaccessible.
b) unstaffed station	When the station does not have the required staff available.	Instances when AAT is requested because the station is unstaffed or when the required staff are unavailable.
c) lift(s) out of service	Where a station lift is unavailable.	Instances where a station is normally accessible but is made inaccessible by a lift being out of service.
d) disruption	Concerns any disruption.	Includes planned disruption (for example, engineering works) and unplanned disruption (for example, technical faults with track or train)
e) other	Anything which does not fall into the above categories.	Anything which does not fall into the above categories.

Other (row 11)

6.7 Where the use of AAT falls into metric e ‘other’, it would be helpful for Operators to note the reasons for why this occurred within the commentary rows (from rows 20 onwards). This would help ORR understand the different reasons for AAT provision.

Type of AAT used (row 13 to 15)

6.8 The type of vehicle used to provide AAT. This covers all circumstances in which AAT was required. The sum of type of AAT used (rows 14 to 16) will match the volume of AAT in row 6.

Type of AAT used	
i) Taxi	
ii) Mini-bus	
iii) Other	

Reporting example

6.9 There were two counts of AAT use in rail period 1. One was due to an unstaffed station, which led to the provision of a taxi and the other was due to disruption, which led to the use of a minibus. This would be recorded in Section C as follows:

Metric	P1
Alternative accessible transport (AAT) - Total	2
a) station inaccessible	0
b) unstaffed station	1
c) lift(s) out of service	0
d) disruption	1
e) other	0
Type of AAT used	
i) Taxi	1
ii) Mini-bus	1
iii) Other	0

Commentary

6.10 Operators are encouraged to provide commentary on what is driving trends in AAT and any AAT-related issues they want ORR to be aware of. For example, if there are specific factors in the operating area that are driving certain trends that other Operators may not be experiencing.

6.11 The commentary section can be found from row 20 onwards.

Commentary
Please provide any additional commentary we should be aware of in the rows below:
P1:
P2:
…
P13:

Data not available

6.12 If the data are not yet available at the time of reporting, please confirm within the commentary rows (e.g. if the data are lagging behind the Core Data reporting timescales due to waiting for invoices from a taxi supplier).

7. Section D – Assisted journeys

7.1 Section D records the detail on both booked and unbooked assisted journeys. It fulfils ATP indicator 11 (see Annex 1 for more information on Core Data indicators).

Reporting timescales

7.2 To be submitted every rail reporting period. Submission dates are shown on the cover sheet of the data template.

Definitions

7.3 **Booked assistance** refers to assistance that has been requested more than two hours in advance of the journey, or specific shorter timescales where agreed in contract for individual operators, and reflected within their own reporting. Sometimes called pre-booked to differentiate from unbooked (turn up and go) assists.

7.4 **Unbooked assistance** refers to assistance that has been requested less than two hours in advance of departure for that journey, or specific shorter timescales where agreed in contract for individual operators, and reflected within their own reporting. Sometimes called Turn-Up-and-Go or TUAG.

7.5 A **booking** relates to all of the assistance booked for a journey, either outbound only or return, and would typically be comprised of one or more assists at the departure and arrival stations, as well as any interchange stations. This data is reported by Rail Delivery Group (RDG).

7.6 An **assist** is the help provided to a passenger at a station on departure, interchange or arrival. One assist can include multiple assistance types (for instance use of ramp and help finding seat). Typically, one assist will take place at the departure station and one at the destination station. At an interchange station there would typically be two assists – one for the arrival on the first train and one for departure on the second. Assists are the basic unit that can be extracted from the Passenger Assist systems.

Reporting responsibilities

Booked assistance

7.7 **RDG** will report, each rail period:

- the number of bookings for the whole industry;
- the associated number of booked assists, broken down by station facility owner (SFO)

Data will reflect travel date rather than date the booking was made and will be included within reporting for the relevant period.

7.8 **Operators** will report numbers for complete and incomplete booked assists during a period, for all assists where the operator is responsible for delivering assistance. Operators will give a breakdown of incomplete assists by primary and secondary incomplete reason.

Unbooked assistance

7.9 Operators will report the number of unbooked assists that are requested, less than two hours in advance of departure (or specific shorter timescales where agreed in contract for individual operators) for all assists where the operator is responsible for delivering assistance.

7.10 Operators will report numbers for complete and incomplete unbooked assists, for all assists where the operator is responsible for delivering assistance. Operators will give a breakdown of incomplete assists by category.

Booked and unbooked assistance

7.11 All assists, booked and unbooked, that are entered into the Passenger Assist system should be reported, whether complete or incomplete.

7.12 The assist outcome (booked and unbooked, complete or incomplete) should be reported by the operator who is responsible for delivering the assist. This will usually be the SFO, including where the SFO has subcontracted the delivery of assistance to a third-party contractor.

7.13 There are some stations where a TOC other than the SFO is responsible for delivering assistance at that station. For these stations, the outcome of the assist may be reported by the operator responsible for delivery of assistance, not the SFO. There may also be situations where the responsibility for assistance is

shared. In such cases SFO and TOC(s) must agree between themselves who is responsible for recording the assist, ensuring that assists are reported once. These arrangements must be clear between SFO and TOC(s) and must be made clear to ORR in the report commentary.

7.14 Operators should use the commentary box to advise ORR how the numbers of assists are recorded and produced, be that through use of the industry Passenger Assist staff system (including whether the Passenger Assist Staff Mobile App or Staff Web Interface is used), or by other methods.

Booked assistance (rows 6 to 38)

7.15 Booked assistance refers to assistance that has been requested more than two hours in advance of the journey, or specific shorter timescales where agreed in contract for individual operators, and reflected within their own reporting.

7.16 How to complete the booked assistance section of the data template is explained below. The guidance covers booked numbers of complete and incomplete booked assists, complete and incomplete unbooked assistance, and reasons for incomplete assistance.

7.17 The categories for incomplete assists have been updated to align with those proposed by RDG for use in the Passenger Assist toolset (Staff Mobile App and Staff Web Interface) from 2 March 2025 (to be collected as part of the ORR Core Data supply from 1 April 2025). There are now two levels for categorising incomplete assists: a primary incomplete reason and a secondary incomplete reason. Note that “No space on train/train full” is included in both “Train Facilities” and “Disruption” to reflect where disruption has contributed to space being unavailable.

Metric reference	Type	Primary incomplete reason	Secondary incomplete reason
A	Booked	A). Volume of booked assistance requested	
B	Booked	B). Volume of booked assistance completions	
C	Booked	C). Volume of booked assistance incomplete, and reasons for each incomplete assistance (below)	
Ci	Booked	Customer not seen	Did not make themselves known
Cii	Booked	Customer not seen	Unable to locate customer
Ciii	Booked	Disruption	No space on train / train full
Cv	Booked	Disruption	Unsuitable alternative transport
Cvi	Booked	Disruption	Information not received in time
Cvii	Booked	Disruption	Missed connection
Cviii	Booked	Disruption	Train cancelled
Cix	Booked	Disruption	Customer abandoned journey
Cx	Booked	Handover Protocol	No call ahead
Cxi	Booked	Handover Protocol	Wrong assistance type requested
Cxii	Booked	Handover Protocol	Platform change
Cxiii	Booked	Handover Protocol	Wrong headcode / train
Cxiv	Booked	Handover Protocol	Wrong coach
Cxv	Booked	Handover Protocol	Wrong station
Cxvi	Booked	Staffing	No staff available
Cxvii	Booked	Staffing	Completing other essential duties
Cxviii	Booked	Staffing	Mobile assistance staff
Cxix	Booked	Station facilities	Lift out of order
Cxx	Booked	Station facilities	No suitable equipment
Cxxi	Booked	Station facilities	Station not accessible
Cxxii	Booked	Train facilities	Accessible toilets out of use
Cxxiii	Booked	Train facilities	Wheelchair space unavailable
Cxxiv	Booked	Train facilities	No space on train / train full
Cxxv	Booked	More reasons	Duplicate booking
Cxxvi	Booked	More reasons	Booking error
Cxxvii	Booked	More reasons	Customer cancelled
Cxxviii	Booked	More reasons	Customer arrived too late for train
Cxxix	Booked	More reasons	Assistance not needed
Cxxx	Booked	More reasons	Travelled by alternative transport
Cxxxi	Booked	More reasons	Customer changed destination

Volume of booked assistance (row 6)

7.18 This is the number of assists booked through Passenger Assist (the national passenger assistance booking system, managed by RDG).

7.19 Previously, this row had been blacked out as the data were sourced from RDG; however, as the data from RDG are on an SFO basis, train operators can complete this row to show the number of booked assistance by the operator responsible for carrying out the assist.

Volume of booked assistance completions (row 7)

7.20 The number of booked assists actually completed by the Operator within the specified period. This is a single number for the Operator, i.e. an aggregate of all booked assists delivered successfully by the Operator across all its services within the specified period.

Volume of booked assistance incomplete, and reasons for each incomplete assistance (below) (row 8 to 38)

7.21 If a booked assistance request has been logged in Passenger Assist and the assist has not been provided to the passenger, this must be recorded as 'incomplete' and the reason for the failure should be categorised in one of the seven primary incomplete reasons:

- Customer not seen
- Disruption
- Handover Protocol
- Staffing
- Station facilities
- Train facilities
- More reasons

7.22 Previously, assists could be recorded as incomplete for more than one reason. However, incomplete assists are recorded to a single combination of primary incomplete reason and a secondary incomplete reason in the Passenger Assist toolset (Staff Mobile App and Staff Web Interface). Therefore, each incomplete assist should only be recorded in one category in the data returned here.

7.23 All assists should be recorded against the most appropriate combination of primary incomplete reason and secondary incomplete reason.

Unbooked assistance (rows 39 to 71)

7.24 Unbooked assistance refers to assistance that has been requested less than two hours in advance of departure for that journey, or specific shorter timescales where agreed in contract for individual operators, and reflected within their own reporting.

7.25 How to complete the unbooked (Turn Up and Go) assistance section of the data template is explained below.

Type	Primary incomplete reason	Secondary incomplete reason
Unbooked	D). Volume of unbooked assistance (Turn Up and Go) requested	
Unbooked	E). Volume of unbooked assistance (Turn Up and Go) completed	
Unbooked	F). Volume of unbooked assistance (Turn Up and Go) incomplete, and reasons for each incomplete assistance (below)	
Unbooked	Customer not seen	Did not make themselves known
Unbooked	Customer not seen	Unable to locate customer
Unbooked	Disruption	No space on train / train full
Unbooked	Disruption	Unsuitable alternative transport
Unbooked	Disruption	Information not received in time
Unbooked	Disruption	Missed connection
Unbooked	Disruption	Train cancelled
Unbooked	Disruption	Customer abandoned journey
Unbooked	Handover Protocol	No call ahead
Unbooked	Handover Protocol	Wrong assistance type requested
Unbooked	Handover Protocol	Platform change
Unbooked	Handover Protocol	Wrong headcode / train
Unbooked	Handover Protocol	Wrong coach

Type	Primary incomplete reason	Secondary incomplete reason
Unbooked	Handover Protocol	Wrong station
Unbooked	Staffing	No staff available
Unbooked	Staffing	Completing other essential duties
Unbooked	Staffing	Mobile assistance staff
Unbooked	Station facilities	Lift out of order
Unbooked	Station facilities	No suitable equipment
Unbooked	Station facilities	Station not accessible
Unbooked	Train facilities	Accessible toilets out of use
Unbooked	Train facilities	Wheelchair space unavailable
Unbooked	Train facilities	No space on train / train full
Unbooked	More reasons	Duplicate booking
Unbooked	More reasons	Booking error
Unbooked	More reasons	Customer cancelled
Unbooked	More reasons	Customer arrived too late for train
Unbooked	More reasons	Assistance not needed
Unbooked	More reasons	Travelled by alternative transport
Unbooked	More reasons	Customer changed destination

Volume of unbooked assistance (Turn Up and Go) requested (row 39)

7.26 The volume of unbooked assistance requests received by the Operator from passengers within the specified period.

7.27 This is a single number for the Operator, and we do not require this to be reported at station level.

Volume of unbooked assistance (Turn Up and Go) completed (row 40)

7.28 The volume of unbooked assists actually carried out by the Operator within the specified period.

7.29 This is a single number for the Operator, and we do not require this to be reported at station level.

Volume of unbooked assistance (Turn Up and Go) incomplete (row 41), and reasons for each incomplete assistance (rows 42 to 71)

7.30 This is the volume of unbooked assists that were requested by passengers but were unable to be fulfilled by the Operator. They should be recorded as 'incomplete' and the reason for the failure should be categorised in one of the seven primary incomplete reasons:

- Customer not seen
- Disruption
- Handover Protocol
- Staffing
- Station facilities
- Train facilities
- More reasons

7.31 Previously, assists could be recorded as incomplete for more than one reason. However, incomplete assists are recorded to a single combination of primary incomplete reason and a secondary incomplete reason in the Passenger Assist toolset (Staff Mobile App and Staff Web Interface). Therefore, each incomplete assist should only be recorded in one category in the data returned here.

7.32 All assists should be recorded against the most appropriate combination of primary incomplete reason and secondary incomplete reason.

Commentary

7.33 Please also provide any data caveats or limitations that ORR should be aware of.

7.34 Please indicate if there are stations where the Operator is not SFO, but where the Operator does provide assistance.

Commentary				
Please provide any additional commentary we should be aware of in the rows below:				
P1:				
P2:				
…				
P13:				

8. Complaints data to be published by Operators (formerly Section E)

8.1 The Complaints Code of Practice (see Provision 7) requires Operators to publish information annually on their continuous improvement activities (formerly Section E) and data on complaints handling response times either quarterly or annually (depending on their complaints volumes). This fulfils CHP indicator 8.

8.2 Data on complaints handling response times, along with annual reporting on continuous improvement, **must** be published on each Operator's website. We allow flexibility for each Operator to determine the best location but recommend that these could be published on the complaints page of each Operator's website. They should be clearly visible and easy to find.

8.3 For information on reporting and publishing requirements related to delay compensation, please see paragraph 9.26.

Annual publication on continuous improvement activities

8.4 All Operators must publish information annually on their continuous improvement activities and how they have actively used and applied learning from complaints, and the complaints process, within their business (see Complaints Code of Practice 1.76). These reports must:

- Assess the passenger experience of accessing and using the complaints process and describe any improvements made[2].
- Report the key issues that passengers have complained about.
- Demonstrate how licence holders have actively used and applied learning from complaints within their business.
- Describe the impact of improvement activities.

8.5 We expect the content to cover at least the top five key areas passengers have complained about. In addition to these areas, the content should also cover issues of particular concern for disabled people. We encourage Operators to consider how they can go further, for example by considering:

[2] Noting the duty of Operators under the Equality Act 2010 to make reasonable adjustments.

- Interventions that have been made following feedback or a complaint that does not form the "top five", but which nevertheless had a significant impact on the passenger experience.

- Business improvements that have been designed to reduce the volume of complaints that are received in the first place.

8.6 For licence holders who are subject to the reporting requirements of Regulation (EC) No 1371/2007 (as amended) on rail passengers' rights and obligations, the requirements above can be included within the publication of the annual Service Quality Report (SQR) (see Chapter 14 for further information about the SQRs).

8.7 The reports on continuous improvement activities should be published by **31 May 2026**, to coincide with the annual SQRs due at the same time. In line with Complaints Code of Practice 1.79, Operators must inform ORR when and where the report has been published by providing a hyperlink to rail.stats@orr.gov.uk.

8.8 The requirement to publish annual information on continuous improvement activities replaces the requirement to submit annual continuous improvement data to ORR via the Core Data template, and therefore Section E has been removed.

Quarterly or annual publication of data on complaints handling response times

8.9 Operators must publish data on their performance in handling complaints on key metrics at least once a quarter to cover:

- Percentage of complaints responded to within 10 working days.
- Percentage of complaints responded to within 20 working days.
- Average response times for responding to complaints.

8.10 Operators may add narrative to explain the reasons for their performance.

8.11 Operators who record fewer than **100 complaints in a year** will only be required to publish these three metrics annually, rather than quarterly. The 100 or more complaints threshold for requiring quarterly publication will be based on an average across the last three reporting years.

8.12 This is in line with Complaints Code of Practice section 1.72 to 1.74.

8.13 Operators do not need to calculate quarterly data for these purposes. Operators should use the data that they already report to ORR periodically in their Core Data

template and publish this at least once a quarter (e.g. publish periodic data after Periods 4, 7, 10 and 13).

8.14 In line with Complaints Code of Practice 1.79, Operators must inform ORR when and where the report has been published by providing a hyperlink to rail.stats@orr.gov.uk.

9. Section H – Delay compensation

9.1 Section H records delay compensation claim volumes and response times. Claims will cover delay compensation claims made under the Operator's relevant scheme e.g. Delay Repay or a Charter-based arrangement. This section fulfils delay compensation indicator 19 (see Annex 1 for more information on Core Data indicators).

Reporting timescales

9.2 To be submitted every rail reporting period. Submission dates are shown on the cover sheet of the data template.

9.3 Please refer to the Delay Compensation Code of Practice for any other requirements to publish delay compensation data on Operator's own websites. However, the Operator should ensure that any data published on their website is consistent with the data reported to ORR in Section H.

Updates for April 2026 to March 2027

9.4 The definition of a closed claim has been updated to clarify that it is one for which an initial decision (approval or rejection) has been made. Appeals should not be counted as new claims. This applies to measuring the time taken to close a claim (i.e. appeals should not be considered in measuring the time taken to close claims).

Delay compensation claims (row 6 to 11)

Metric	P1	P2	P3
a). Volume of claims received within period			
b). Volume of claims closed within period			
c). Volume of claims approved within period			
d). % closed within 20 working days			
e). Total time to close claims within period (working days)			
f). Average time to close claims within period (working days)	-	-	-

Volume of claims received within period (row 6)

9.5 The volume of delay compensation claims that have been received in the period. This may include contacts which have been received but have yet to be processed and categorised as delay compensation claims.

9.6 At the time of reporting a particular period's data, if there were cases which were yet to be categorised as delay compensation claims and were subsequently categorised as delay compensation claims in the following period, the Operator will need to revise the previous period's data to reflect the correct volumes received (and vice-versa if claims are no longer categorised as a delay compensation claim).

Automatic or automated claims

9.7 If an Operator runs automatic or automated delay repay, and this results in the passenger going through the Operator's delay compensation scheme, then these claims are in-scope and must be included in the data. Only claims which are confirmed by the passenger should be included in the statistics.

Volume of claims closed within period (row 7)

9.8 The volume of delay compensation claims closed within a period. This may include claims closed within the period even if they were received in a previous period. A closed claim is one for which an initial decision (approval or rejection) has been made. Appeals should not be counted as new claims.

9.9 If a delay compensation claim form contains several claims from a passenger, then each claim should be counted separately. For example, if a delay compensation claim contains claims for two delayed trips, then this should be recorded twice in the data template.

9.10 While the volume of claims received may be revised for subsequent periods after submission of periodic data, the volume of claims closed will generally not be revised. If there are revisions to historic data, it would be helpful to explain in the commentary rows why this is the case.

9.11 As per metric a (claims received), automated and automatic delay compensation claims are in-scope.

Volume of claims approved within period (row 8)

9.12 The volume of delay compensation claims which have been approved within the period (i.e. the passenger's claim was successful). This is based on those claims closed within the period.

9.13 Claims approved **cannot** be higher than the number of claims closed. This is because the claims approved are a sub-set of those which have been closed within that period.

9.14 For example, if 100 claims were closed (row 7) in Period 5 then the volume of claims approved (row 8) in Period 5 would be less than or equal to those 100 claims closed. From this ORR can also derive the number of claims closed that were rejected (i.e. unsuccessful).

Percentage of claims closed within 20 working days (row 9)

9.15 The metric is based on claims closed within a period. For example, if 100 claims were closed in a period (metric b), the response time (metric d) would be for those 100 claims closed.

Methodology for recording response times

9.16 The response time is based on the full end-to-end process of receiving, processing and formally closing the claim (paid or rejected). In cases where a claim is initially sent to the wrong Operator, the response time should still be calculated against the time at which the claim was first received rather than from the point that the correct Operator receives the claim.

9.17 If the claim has been approved, then the response time is calculated from when the claim was received to when the **payment was issued**. The response time is **not** based on when the claim was received to when the claim was 'processed' e.g. processed prior to payment being approved.

9.18 If the claim was rejected, then the response time is calculated from when the claim was received to when the claimant was notified their claim was rejected.

9.19 For example, if the Operator takes 5 working days to approve the claim, and a further 6 working days to issue the payment, then 11 days (5 + 6 days) will be reported for this claim.

Response times are based on working days

9.20 The number of days to close a compensation claim is to be reported in working days only and therefore excludes weekends and bank holidays. A claim is considered closed as the point at which an initial decision (approval or rejection) has been made. Appeals should not be considered in this reporting.

9.21 The response time to each **individual compensation claim** should be recorded to the nearest **whole working day**. If the claim is closed (payment issued or claim rejected) on the first working day the claim is received, then this should be counted as response time of 1 working day. If the claim is closed on the next working day, then this should be counted as a response time of 2 working days (and so on). **Total time to respond to compensation claims** should be reported in whole days.

Waiting for the claimant to respond with further information

9.22 The Operator **cannot 'stop the clock'** and put the claim on hold for any reason. This includes waiting for further information from the claimant in order to progress the claim.

Total time to close claims within period (row 10) and average time to close claims (row 11)

9.23 This is the total amount of time, in whole working days, that were taken to close delay compensation claims in the period.

9.24 Once entered into the template, the (mean) average time in working days to close claims within that period is calculated. The table below gives a simple example of the process. Four claims with a total of 33 working days result in an average of 8.25 working days per complaint.

Compensation claim	Working Days
1	6
2	4
3	16
4	7
Total days	33

Total days divided by number of claims	33 divided by 4 equals **8.25**

9.25 The same methodology for reporting response time (metric d) will be used for this metric.

Delay compensation data to be published by the Operators

9.26 The Delay Compensation Code of Practice (see Section 6) requires Operators to provide ORR with an annual summary of steps taken to improve passenger awareness of delay compensation, and the claim process.

9.27 The code also requires Operators to publish information at least four times a year on key metrics including volume of delay compensation claims received and approved. We allow flexibility for each Operator to determine the best location but recommend that this data could be published on the delay compensation page of each Operator's website. They should be clearly visible and easy to find.

Volume of claims outstanding at the end of the period (row 12)

9.28 This is the number of claims received by the operator (in any period) have yet to have been either accepted or rejected.

10. Section I – Redress for booked assistance failure

10.1 Section I reports on the number of claims for redress following booked assistance failure, and the number of times an Operator has issued redress when a booked assistance has failed. This fulfils ATP indicator 15 (see Annex 1 for more information on Core Data indicators).

Reporting timescales

10.2 To be submitted quarterly with periods 4, 7, 10 and 13. Submission dates are shown on the cover sheet of the data template.

Updates for April 2026 to March 2027

10.3 The definition of redress (paragraph 10.8) has been updated to include the following:

Redress could take a variety of forms, such as an apology, a gesture of goodwill, and/or financial compensation.

The form and, where appropriate, value of this redress must be determined on a case-by-case basis to allow operators to consider the circumstances of the case. The operator must explain to the passenger in its response why the assistance was not provided, and what steps have been taken to ensure the failure does not reoccur.

The definition of a claim that is approved and redress provided (paragraph 10.16) has been updated to include the following:

This should include any form of redress that is provided to the passenger including, for example, an apology.

The definition of a claim that is approved but redress could not be provided (paragraph 10.17) has been updated as follows:

Of the claims closed (metric b), the volume of claims which were approved but ***where any element of the redress*** *could not be provided to the passenger. For example, this may include instances where the Operator attempted to recontact*

*the passenger to provide redress (**such as financial compensation**), but the passenger did not respond.*

Redress claims received (row 6)

10.4 Redress claims received for booked assistance failure within that period.

Requests for redress following booked assistance failure

10.5 The passenger does **not** specifically have to request redress (such as a refund) as part of their communication to be included within Section I. However, it does need to concern a booked assistance failure that is eligible for redress rather than a complaint about a delivered assistance.

10.6 Previously, ORR guidance stated that a claim for redress about booked assistance failure is also an expression of dissatisfaction, and therefore should also be logged as a complaint. This was introduced because we understood that some train Operators were already recording redress claims as complaints, and therefore our Core Data guidance was intended to introduce consistency towards data recording across industry.

10.7 Further consideration has been given to our guidance on this point and we have reached the view that a redress claim for booked assistance failure need only be logged as a complaint if in making the claim, the claimant expresses dissatisfaction as per our complaints definition above in Chapter 3.

Redress definition

10.8 A redress definition has been provided below. Redress can cover more than financial compensation. In the context of a booked assistance failure, redress is defined as:

A remedy for a wrong arising from a contract or other relationship between a consumer and trader. Redress could take a variety of forms, such as an apology, a gesture of goodwill, and/or financial compensation.

10.9 The form and, where appropriate, value of this redress must be determined on a case-by-case basis to allow operators to consider the circumstances of the case. The operator must explain to the passenger in its response why the assistance was not provided, and what steps have been taken to ensure the failure does not reoccur.

Unbooked assistance

10.10 Failures for unbooked assistance (e.g. Turn Up and Go) are excluded from being reported in Section I.

Revisions to claims received

10.11 Claims received data (metric a) may be revised if updated information becomes available in following periods. For example, if a claim was received in Period 1 but was not logged onto the Operators' management system until Period 2, then this claim will be updated within the claims received section for Period 1.

Redress claims closed (row 7)

10.12 Redress claims **closed** following booked assistance failure within that period. This is automatically calculated by adding together rows 8 to 10 (see below).

10.13 The same methodology as claims received (above) will be used to categorise a claim closed for redress following booked assistance failure.

Claims closed example

10.14 If a redress claim was received in Period 1, but closed in Period 2, then the claim would be logged under Period 2 for this metric. This metric should remain fixed with no revisions in following periods.

Of the claims closed, the volume rejected as a booked assistance failure (row 8)

10.15 Of the redress claims closed (metric b), the number of claims that were rejected by the Operator. For example, if the Operator closed 100 claims (metric b), and after investigating those 100 claims, the Operator did not accept 10 of these claims as booked assistance failures, then 10 would be reported within metric c (this means 90 out of 100 were approved as booked assistance failures).

Of the claims closed, the volume of claims approved and redress provided (row 9)

10.16 Of the claims closed (metric b), the volume of claims which were both approved and redress provided to the passenger. This should include any form of redress that is provided to the passenger including, for example, an apology.

Of the claims closed, the volume of claims approved but redress could not be provided to the claimant (row 10)

10.17 Of the claims closed (metric b), the volume of claims which were approved but where any element of the redress could not be provided to the passenger. For example, this may include instances where the Operator attempted to recontact the passenger to provide redress (such as financial compensation), but the passenger did not respond.

11. Section L – Disability awareness training – Passenger-facing staff

11.1 Section L reports on disability awareness or disability equality training for **passenger-facing** staff (excluding contact centre staff[3]). We have previously requested information via other channels on this via the ATP annual review process. Going forwards, we are proposing to collect this information on a quarterly basis via the core data return.

Background

11.2 ORR sets regulatory requirements for the provision of disability awareness or disability equality training to staff. **All new staff** must receive relevant disability awareness or disability equality training as part of their induction. All new staff would include senior managers, back-office staff, etc. This induction training for all new staff must cover mandatory training outcomes 1 to 6 as set out in Appendix D of the ATP Guidance. For passenger-facing staff, the induction training must cover outcomes 1 to 9.

11.3 **Passenger-facing** staff must also receive refresher training every two years after that. We expect passenger-facing staff to include staff who interact directly with passengers at any time as part of their duties, including train managers, platform staff and ticket office staff. Operators are free to go beyond the minimum requirements as they deem appropriate to their operations.

11.4 The requirements for **agency staff and staff who are contracted on a temporary basis** that directly interact with passengers at any time as part of their duties are set out within our ATP Guidance. In summary, they must receive, where reasonably practicable, a condensed version of the disability awareness or disability equality training that covers, as a minimum, mandatory training outcomes 6, 7 and 9 as part of their induction.

11.5 Where reasonably practicable, anyone employed at a **contact centre** who provides information or advice directly to passengers on behalf of the operator, whether directly employed by the operator or not, must receive a condensed

[3] It is not necessary for operators to include contact centre staff in the reported figures; however, if contact centre staff are included, please record this in the commentary rows below the table in the core data template.

version of the training to deliver as a minimum mandatory training outcomes 6 and 7 as part of their induction.

11.6 Whether the above temporary, agency and contact centre staff are in scope for refresher training will depend on their length of service, but they would come into scope for refresher training after two years.

11.7 Further details about the mandatory training outcomes that staff should be able to demonstrate are set out in our ATP Guidance (Section B6 and Appendix D).

Reporting timescales

11.8 We require operators to submit this information on a quarterly basis, with periods 4, 7, 10 and 13. Submission dates are shown on the cover sheet of the data template. This reporting focusses on those requirements that relate to training for **passenger facing staff.**

Permanent (passenger-facing)

New starters (permanent passenger-facing) (row 7)

11.9 This is the number of new members of permanent passenger-facing staff (excluding temporary, agency or contact centre staff) who started work in the latest reporting periods (e.g. Periods 1 to 4). This provides context for the number of permanent passenger-facing staff who have not received the relevant induction training.

Permanent passenger-facing staff who had not completed disability awareness or disability equality induction training (row 8)

11.10 This is the number of permanent passenger-facing staff (irrespective of when they started) that had not completed the relevant disability awareness or disability equality induction training by the end of the latest reporting periods (e.g. Periods 1 to 4).

All permanent passenger-facing staff (row 9)

11.11 This is the number of existing members of permanent passenger-facing staff (excluding temporary, agency or contact centre staff) as of the end of the latest reporting periods (e.g. Periods 1 to 4). This provides context to the number of passenger-facing staff who have gone more than two years since their last disability awareness or disability equality training.

Permanent passenger-facing staff who have reached two years since they completed their last disability awareness or disability equality training (row 10)

11.12 This is the number of existing members of permanent passenger-facing staff (excluding temporary, agency or contact centre staff) who have gone more than two years since they completed their last disability awareness or disability equality training as of the end of the latest reporting periods (e.g. Periods 1 to 4).

Temporary or agency (that interact directly with passengers at any time)

New starters (temporary or agency that interact directly with passengers at any time) (row 11)

11.13 This is the number of new members of temporary or agency passenger-facing staff who started work in the latest reporting periods (e.g. Periods 1 to 4). This provides context for the number of temporary or agency passenger-facing staff who have not received the relevant induction training.

Temporary or agency staff who had not completed disability awareness or disability equality induction training (row 12)

11.14 This is the number of temporary or agency passenger-facing staff (irrespective of when they started) that had not completed the relevant disability awareness or disability equality induction training by the end of the latest reporting periods (e.g. Periods 1 to 4).

12. Public Service Vehicles Accessibility Regulations (PSVAR) for rail replacement data submission

12.1 There is a separate data collection covering PSVAR reporting for rail replacement services. This data can be returned by either the rail replacement provider or the Operator. However, please ensure that both organisations are clear about who is responsible for submitting the data so that ORR receives only one submission for each Operator. The reporting methodology is outlined below.

12.2 The separate PSVAR data template can be found on the ORR Core Data webpage. This partly fulfils ATP indicator 16 (see Annex 1 for more information on Core Data indicators).

Reporting timescales

12.3 To be submitted quarterly with periods 4, 7, 10 and 13. Submission dates are shown on the cover sheet of the data template.

Operator, date and planned/unplanned metrics – (columns A to C)

12.4 Please use the pre-populated drop-down menus for columns A to C. This will ensure consistent data entry for all Operators.

12.5 The date (column B) must be shown by railway periods.

Total number of bus duties (PSVAR compliant or under special authorisation) – (column D)

12.6 This metric records the number of bus duties which are in-scope of PSVAR. The methodology for this metric is outlined below.

In-scope buses

12.7 This metric records the volume of bus duties which are in-scope of PSVAR. This includes both those which are in-scope, and those which operated under special authorisation.

Out of scope

12.8 Column D excludes those vehicles which are out-of-scope of PSVAR reporting. Buses that are not used to transport passengers (e.g. those used to for transporting staff) are not in-scope and should not be reported.

Definition of duty

12.9 A rail replacement 'duty' is the work (planned or unplanned) undertaken by a single vehicle in a single day (based on duty start time and no longer than 24hrs) and may include one or multiple trips. Standby duties should not be included.

Number of bus duties under special authorisation – (column E)

Definition of special authorisation

12.10 A duty is considered to be 'under special authorisation' if one of the following is true:

- The vehicle which is planned and operates the whole of a Duty has a Special Authorisation granted by the Secretary of State exempting that vehicle from PSVAR.
- The vehicle which is planned and operates any part of a Duty has a Special Authorisation granted by the Secretary of State exempting that vehicle from PSVAR.
- A PSVAR compliant vehicle is replaced by a vehicle with a Special Authorisation granted by the Secretary of State exempting that vehicle from PSVAR in an unplanned manner during that duty (for example caused by a mechanical failure).

Total number of coach duties (PSVAR compliant or under special authorisation) – (column F)

12.11 The same methodology as used under column D, 'total number of bus duties (PSVAR compliant or under special authorisation)', should be used here for coaches.

Number of coach duties under special authorisation – (column G)

12.12 The same methodology as used under column E, 'number of bus duties under special authorisation', should be used here for coaches.

PSVAR non-compliant duties – (column H)

12.13 Duties which were within scope of PSVAR but were not compliant and did not have special authorisation. Where non-compliant duties are reported, details should be included in column K to record the reasons for non-compliance. Buses/coaches that are not used to transport passengers (e.g. those used to for transporting staff) are not in-scope and should not be reported.

Duties out of scope for PSVAR – (columns I and J)

12.14 The columns record duties which are out of scope for PSVAR reporting (i.e. not included within columns D to H).

12.15 This includes vehicles under 23 seats which are outside the scope of PSVAR but may be used in the normal course of rail replacement operations.

12.16 The data should be shown by those vehicles which are accessible and those which are inaccessible.

12.17 This excludes taxis, which are captured separately within Section C of the ORR Core Data template (AAT).

Rail replacement duties commentary – (column K)

12.18 The compliance notes should be used to record the reasons for any non-compliance.

13. Public Service Vehicles (Accessible Information) Regulations (PSV(AI)R) for rail replacement data submission

13.1 There is a separate data collection covering PSV(AI)R reporting for **planned** rail replacement services. This data can be returned by either the rail replacement provider or the Operator. However, please ensure that both organisations are clear about who is responsible for submitting the data so that ORR receives only one submission for each Operator. The reporting methodology is outlined below.

13.2 The separate PSV(AI)R data template can be found on the ORR Core Data webpage.

Scope of data

13.3 The PSV(AI)R data should cover only planned rail replacement services. This is in contrast with the PSVAR data, which should cover both planned and unplanned rail replacement services.

13.4 The PSV(AI)R data should cover vehicles capable of carrying 17 or more passengers. This is in contrast with the PSVAR data, which applies only to vehicles with 23 or more seats.

13.5 The PSV(AI)R legislation is limited to local services ("local" is defined as where a passenger can get off the service within 15 miles of the previous stop, measured in a straight line).

13.6 For the purposes rail replacement services, DfT has stated that when the majority of a service is local, operators must provide accessible information to passengers on those local service sections. If local service sections of a route account for at least 50% of the overall route distance, accessible information must be provided. However, DfT has recommended that where operators need to provide accessible information on part of a route, they should provide accessible information across the entire route.

Due to the varying nature of distances served by rail replacement, for the purpose of this data, please provide information for both local and long-distance services.

Reporting timescales

13.7 To be submitted quarterly with periods 4, 7, 10 and 13. Submission dates are shown on the cover sheet of the data template.

Operator and date (columns A to B)

13.8 Please use the pre-populated drop-down menus for columns A to B. This will ensure consistent data entry for all Operators.

13.9 The date (column B) must be shown by railway periods.

Total number of bus duties – (column C)

13.10 This metric records the number of bus duties which are in-scope of PSV(AI)R. The methodology for this metric is outlined below.

Definition of duty

13.11 A rail replacement 'duty' is the work (planned) undertaken by a single vehicle in a single day (based on duty start time and no longer than 24hrs) and may include one or multiple trips. Standby duties should not be included.

Number of bus duties with the technical capability to comply – (column D)

13.12 This is the number of bus duties that have the technical capability to comply with the PSV(AI)R regulations.

Number of bus duties without the technical capability to comply – (column E)

13.13 This is the number of bus duties that do not have the technical capability to comply with the PSV(AI)R regulations.

Total number of coach duties – (column F)

13.14 This metric records the number of coach duties which are in-scope of PSV(AI)R.

Number of coach duties with the technical capability to comply – (column G)

13.15 This is the number of coach duties that have the technical capability to comply with the PSV(AI)R regulations.

Number of coach duties without the technical capability to comply (coach first used on or after 1 October 2019) – (column H)

13.16 This is the number of coach duties that do not have the technical capability to comply with the PSV(AI)R regulations where the coach was first used on or after 1 October 2019.

Number of coach duties without the technical capability to comply (coach first used between 1 October 2014 and 30 September 2019) – (column I)

13.17 This is the number of coach duties that do not have the technical capability to comply with the PSV(AI)R regulations where the coach was first used between 1 October 2014 and 30 September 2019.

Number of coach duties without the technical capability to comply (coach first used between 1 January 1973 and 30 September 2014) – (column I)

13.18 This is the number of coach duties that do not have the technical capability to comply with the PSV(AI)R regulations where the coach was first used between 1 January 1973 and 30 September 2014.

Rail replacement duties commentary – (column J)

13.19 The compliance notes should be used to record the reasons for use of vehicles without the technical capability to comply with the PSV(AI)R regulations.

14. Rail Passenger Rights and Obligations (PRO) Regulation

14.1 The expiry of the domestic exemption in relation to the PRO Regulation on 3 December 2019 means that Operators are required to publish an annual Service Quality Report (SQR) (see Art 28 of the PRO Regulation).

14.2 In order to support Operators with the production of the SQR, ORR has provided guidance below on the metrics to be included within the reports. This will help ensure consistency in reporting between Operators.

14.3 Operators should ensure they follow the PRO Regulation requirements and if in doubt over the interpretation, seek independent legal advice.

Service Quality Report publication

14.4 Service Quality Reports should be published on the Operator's own website by **31 May** each year.

14.5 Confirmation of publication with a hyperlink to where the report can be found should be made by the same date to rail.stats@orr.gov.uk.

14.6 Service Quality Reports should cover the following minimum Service Quality Standards:

Information and tickets

Report content	Recommended source
Provision of travel information during the journey	Operators' own qualitative information.
How requests for information are handled at the station	Operators' own qualitative information.
How information about train schedules, tariffs and platforms is provided	Operators' own qualitative information.
Ticket buying facilities	Operators' own qualitative information.

Report content	Recommended source
Availability of staff at the station for information provision and ticket sale	Operators' own qualitative information.
How information to disabled people and persons with reduced mobility is provided	Operators' own qualitative information.

Punctuality of services and general principles to cope with disruption to services

a) Delays

Report content	Recommended source
Overall average delay of services in % per category of service (international, domestic long-distance, regional and urban/suburban)	Performance data from TRUST (**T**rain **RU**nning **S**ystem **T**OPS (**T**otal **O**perations **P**rocessing **S**ystem))
% delay at departure	Performance data from TRUST
% delay at arrival (of which):	Performance data from TRUST
% delay of less than 60 minutes	Performance data from TRUST
% delay of 60 to 119 minutes	Performance data from TRUST
% delay of 120 minutes or more	Performance data from TRUST
% of missed connections with other train services	If this data are available

b) Disruptions

Report content	Recommended source
Existence and short description of contingency plans, crisis management plans	Operators' own qualitative information

Cancellation of services

Report content	Recommended source
Cancellation of services as part of all services in % per category of service (international, domestic long distance, regional and urban/suburban)	Performance data from TRUST

Cleanliness of rolling stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc.)

Report content	Recommended source
Cleaning intervals	Operators' own qualitative information
Technical measurement for air quality (e.g. level of CO2 in ppm)	Operators' own qualitative information
Availability of toilets	Operators' own qualitative information

Customer satisfaction survey

Report content	Recommended source
Punctuality of trains	Operators' own information on punctuality/reliability (i.e. the train arriving/departing on time) or from other sources (e.g. Rail Customer Experience Survey (RCXS))) where available.
Information to passengers in case of delays	Operators' own information on usefulness of information about the delay or from other sources (e.g. RCXS) where available.

Report content	Recommended source
Accuracy and availability of information on train times/platforms	Operators' own information on provision of information about train times/platforms or from other sources (e.g. RCXS) where available.
Consistently good maintenance/excellent condition of trains	Operators' own information on upkeep and repair of the train or from other sources (e.g. RCXS) where available.
High level of security on train/in station	Operators' own information on your personal security whilst using the station (station facilities) and your personal security on board (train facilities) or from other sources (e.g. RCXS) where available.
Cleanliness of inside of the train	Operators' own information on cleanliness of the inside (train facilities) or from other sources (e.g. RCXS) where available.
Provision of useful information throughout the journey	Operators' own information on the provision of information during the journey or from other sources (e.g. RCXS) where available or Operators' own information.
Response times to information requests at stations	Operators' own information, if available
Availability of good quality toilets on every train	Operators' own information on toilet facilities (train facilities) or from other sources (e.g. RCXS) where available.
Cleanliness and maintenance of stations to a high standard	Operators' own information on cleanliness (station facilities) or from other sources (e.g. RCXS) where available.
Accessibility of stations and trains	Operators' own information, if available

Report content	Recommended source
Assistance provision to disabled persons and persons with reduced mobility	Operators' own information, if available

Complaint handling refunds and compensation for non-compliance with service quality standards

Report content	Recommended source
Procedure in place	Operators' own qualitative information. This could include a link to Operators' Complaints Handling Procedures.
Number of complaints and outcome	* Section B Core Data: volume of complaints closed.
Categories for complaints	* Section A Core Data: recommend top 5 level 3 complaint categories.
Received complaints	* Section B Core Data: volume of complaints received.
Processed complaints	* 'Section B Core Data: % of complaints responded to within 20 and 10 working days.
Average response times	* Section B Core Data: The average time to respond to complaints.
Possible improvement action undertaken	Operators' own qualitative information or link to where this information can be found, if published elsewhere. Operators' should refer to Complaints Code of Practice for further guidance on the content for this section (see ref 1.76).

Assistance provided to disabled persons and persons with reduced mobility

Report content	Recommended source
Assistance procedure in place	Operators' own qualitative information. This could include a link to Operators' Accessible Travel Policies.
Number of cases of assistance per category of service (international/domestic long distance, regional and urban/suburban)	Volume of booked assistance. Volumes of unbooked assistance should be included if available. Please provide notes on any caveats, for example, if volumes are based on a sample.

14.7 Further notes: The RCXS is now operational replacing Wavelength and before that the National Rail Passenger Survey (NRPS) as the source of evidence for the customer satisfaction survey section.

* Metric meets Article 27 (Complaints) PRO reporting requirements.

15. Sending the data to ORR

15.1 Please submit data in the excel template provided to rail.stats@orr.gov.uk.

15.2 It is essential that the template is used, and no modifications are made to it as the data are uploaded directly to our data warehouse and any changes to the format of the template will result in an error when it is uploaded.

15.3 We accept revised data for previous periods and will refresh the time series with any new data received. It would be helpful if Operators could indicate in their covering email if any data has been revised and any reasons for the revision.

15.4 A copy of the template can be downloaded from the Related Publications box on our Core complaints data webpage.

Railway period dates and submission dates

15.5 The railway period dates and submission dates can be found within the cover sheet of the reporting template.

Commentary on trends

15.6 We welcome any comments you have which describes changes in your Core Data. For example, if the complaints volume has increased or decreased, any impact on percentage of complaints responded to, and type of complaint. Please provide comments within the commentary rows in each section of the data template.

Quality assurance checks

15.7 ORR carries out periodic quality assurance checks on all data received every period. We will contact Operators the week after the periodic data submission deadline if we find any potential issues. We have listed our checks in Annex 2. Operators should build these checks into their own reporting schedule in order to reduce ORR contacting them with any issues following submission.

Annex 1: Core Data indicators

The table below summarises the Core Data indicators, the metrics related to them, the required reporting frequency and where the data should be recorded (if applicable).

Complaints Handling Procedure indicators

Indicators	Reporting frequency	Sheet name in template (if applicable)
1. Total number of complaints a) Total number of complaints received in the period. b) Total number of complaints closed in the period. c) Total number of complaints reopened in the period.	Periodic	Section B
2. Percentage of complaint cases responded to within the requirement or target, including sub-categories (a) to (e) a) Average time to respond to complaints within period (working days). b) Percentage of complaints responded to within 10 working days. c) Percentage of complaints responded to within 20 working days. d) Percentage of complaints responded to within 30 working days. e) Percentage of complaints responded to within in-house handling target (DISCONTINUED: No longer collected for Core Data from April 2023)	Periodic	Section B
3. Total number of complaints closed by complaint category Complaint categories detailed in Section A of reporting template.	Periodic	Section A

Indicators	Reporting frequency	Sheet name in template (if applicable)
4. Complaints about the complaint handling process *What was the problem with the complaint handing process?* a) Complaint not received. b) Complaints not fully addressed/fulfilled by TOC. c) No response from TOC. d) Other complaints handling. e) Response time. f) Staff member was impolite/unhelpful. g) Unhappy at type/level of compensation.	Periodic	Section A
5. Complainant satisfaction with the complaints handling process Data derived from ORR-led complaint handling satisfaction survey.	Ongoing	Collection via complaints survey operated by MEL Research
6. Satisfaction with complaint outcome Data derived from same ORR-led complaint handling satisfaction survey noted above.	Ongoing	Collection via complaints survey operated by MEL Research
7. Number of referrals to the Rail Ombudsman a) Number of complainants signposted to the Ombudsman via deadlock letters. b) Number of complainants signposted to the Ombudsman via 8 week letters. c) Average time to deadlock.	Periodic	Section B

Indicators	Reporting frequency	Sheet name in template (if applicable)
8. Measuring continuous improvement in complaint handling Operators to self-report annually under 1.76 of the Complaints Code of Practice. DISCONTINUED: No longer collected for Core Data from April 2023.	Annual	Operators own reports

Accessible Travel Policy indicators:

Indicators	Reporting frequency	Sheet name in template (if applicable)
9. Disabled person's railcard volumes ORR collects this data directly from RDG.	Periodic	Collection via RDG
10. Staff who have received relevant disability awareness training or disability equality training DISCONTINUED: No longer collected for Core Data from April 2020.	N/A	Section F (Discontinued)
11. Assisted travel - sub categories (a) to (f) a) Volume of booked assistance (this data are supplied by RDG). b) Volume of booked assistance completions. c) Volume of booked assistance incomplete, and reasons for each incomplete assistance (see Chapter 7 for details)	Periodic	Section D

Indicators	Reporting frequency	Sheet name in template (if applicable)
d) Volume of unbooked assistance (Turn Up and Go) requested. e) Volume of unbooked assistance (Turn Up and Go) completed. f) Volume of unbooked assistance (Turn Up and Go) incomplete, and reasons for each incomplete assistance (see Chapter 7 for details):		
12. Volume of accessibility related complaints See accessibility complaints section in reporting template.	Periodic	Section A
13. User satisfaction with Assisted Travel This data are provided by an ORR commissioned survey but will only capture satisfaction with booked assistance via surveys with Passenger Assist users. N.B. ORR consulting with RDG to capture this data automatically via the new Passenger Assist app as the long-term, enduring solution to this.	Ongoing	Data collected via ORR commissioned survey operated by MEL research
14. Alternative accessible transport (AAT) supplied and the reasons for it Total number of occasions when AAT has been provided to a disabled passenger, both booked in advance and where it was not: a) Station inaccessible. b) Unstaffed station. c) Lift(s) out of service. d) Disruption. e) Other.	Quarterly	Section C

Indicators	Reporting frequency	Sheet name in template (if applicable)
Operators also have the option to submit data on the amount of expenditure on AAT for the period. The type of AAT used for rail replacement services: a) Taxi. b) Mini-bus. c) Other.		
15. Redress for booked assistance failure a) Number of claims received for redress following booked assistance failure. b) The number of times you provided redress for booked assistance failure.	Quarterly	Section I
16. Rail Replacement services 1. Passengers that booked assistance and are impacted by rail replacement services. 2. PSVAR reporting for rail replacement.	Quarterly	Section K for part 1 Separate PSVAR data template for part 2.

Ticket Vending Machines (TVM)

Indicators	Reporting frequency	Sheet name in template (if applicable)
17. Complaints concerning Ticket Vending Machines a) Total number of TVM complaints. Merged into Section A from April 2023.	Annual	Section A

Indicators	Reporting frequency	Sheet name in template (if applicable)
b) Of which how many related to the provision of information. DISCONTINUED: No longer collected for Core Data from April 2023.		
18. TVM Price Guarantee applications and refunds a) Total number of Price Guarantee applications received. b) Total number of Price Guarantee applications granted. c) Total value paid out. DISCONTINUED: No longer collected for Core Data from April 2023.	N/A	Section G (Discontinued)

Delay compensation

Indicators	Reporting frequency	Sheet name in template (if applicable)
19. Delay compensation claims under Operator's relevant scheme (e.g. Delay Repay or Charter) a) Volume of claims received within period. b) Volume of claims closed within period. c) Volume of claims approved within period. d) Percentage of claims closed within 20 working days. e) Average time to close claims within period (working days).	Periodic	Section H

Annex 2: Quality assurance checks

Below are the quality assurance checks ORR carries out on Operators' data every period. Please ensure you have checked your data against these checks prior to submission to ORR. This should reduce the number of data errors identified by ORR, and therefore resubmissions required by Operators.

Section A

A1). Grand total (row 82) must equal the sum of all complaint categories excluding praise.

A2). Grand total (row 82) must be equal to, or more than, the number of complaints closed (row 14) in Section B.

Section B

B1). Total number of complaints closed (row 14) must be less than or equal to Section A Grand total (Section A, row 82).

B2). Percentage of complaints responded to within 10, 20 and 30 working days (rows 11 to 13) and total number of complaints closed (row 14) and the total time to respond to closed complaints (row 15) should not change throughout the year (since they are based on complaints closed). Any revisions must be explained in your data submission.

B3). Percentage of complaints responded to within 20 working days' (row 12) must be greater than or equal to the 'Percentage of complaints responded to within 10 working days' (row 11).

B4). Percentage of complaints responded to within 30 working days' (row 13) must be greater than or equal to the 'Percentage of complaints responded to within 20 working days' (row 12).

B5). Total time to respond to complaints closed within period (row 15) must be equal to or greater than the number of complaints closed within the period (row 14).

Section C

C1). Reasons for each AAT (rows 7 to 11) should sum up to the total volume of AAT used (row 6).

C2). The sum of the types of AAT used (rows 14 to 16) should not exceed the total volume of AAT (line 6).

Section D

D1). The volume of booked assistance requested (row 6) should be the sum of the volume of booked assistance completed (row 7) and the volume of booked assistance incomplete (row 8).

D2). The volume of incomplete booked assistance requested (row 8) should be the sum of the categories of incomplete booked assistance (rows 9 to 38).

D3). The volume of unbooked assistance requested (row 39) should be the sum of the volume of unbooked assistance completed (row 40) and the volume of unbooked assistance incomplete (row 41).

D4). The volume of incomplete unbooked assistance requested (row 41) should be the sum of the categories of incomplete unbooked assistance (rows 42 to 71).

Section H

H1). Volume of claims closed within period (row 7) should not change throughout the year once submitted. If your data does change, please explain the reasons in your report submission.

H2). Volume of claims approved within period (row 8) must be less than or equal to the volume of claims closed within period (row 7).

H3). Volume of claims approved within period (row 8) should not change throughout the year once submitted. If your data does change, please explain the reasons in your report submission.

H4). Percentage closed within 20 working days (row 9) should not change throughout the year once submitted. If your data does change, please explain the reasons in your data submission.

H5). Time to close claims (row 10) should not change throughout the year once submitted. If your data does change, please explain the reasons in your data submission.

H6). Total time to close claims within period (row 10) must be equal to or greater than the number of claims closed within the period (row 7).

Annex 3: Publication of statistics

ORR publishes statistics on complaints, delay compensation, and passenger assists every quarter on our data portal (within the passenger experience section). ORR also publishes annual statistics on passenger satisfaction with complaints handling.

ORR announces the publication dates 12 months in advance. *Passenger Rail Service Complaints* has been assessed by the UK Statistics Authority as fully compliant with the Code of Practice for Statistics and therefore designated as 'accredited official statistics'.

The Core Data will also be used for ORR's Annual Consumer Report. The purpose of the Annual Consumer Report is to inform industry stakeholders of licence holders' (e.g. Network Rail and train Operators) performance in key passenger areas.

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