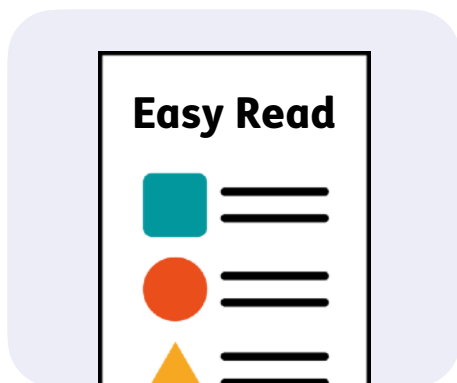


How train companies should decide how to say sorry

What do you think?



Easy Read

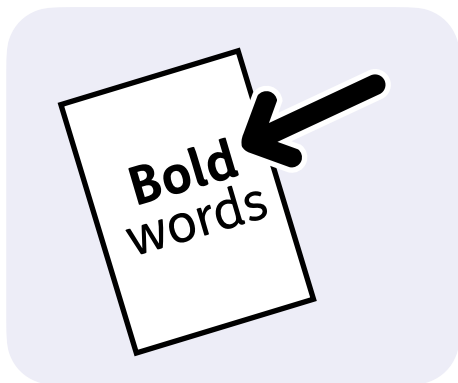


This is an Easy Read version of some information.

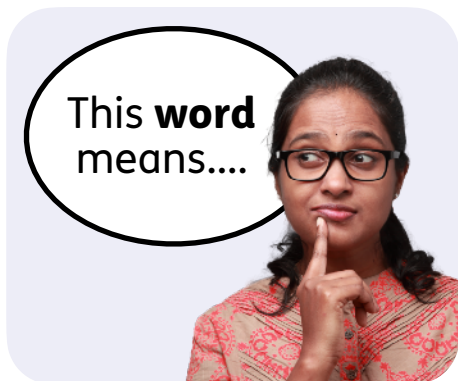
It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this booklet

About this booklet	4
The new guidelines	5
Questions for you to answer.....	10
How to send us your answers	14
Keeping your information safe	17
What happens next	19

About this booklet

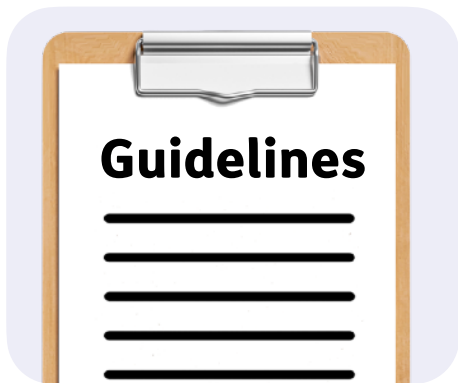


We are called the **Office of Rail and Road**, or **ORR** for short.

We make sure that railways and roads are working well.



Train companies must say sorry when they do not help disabled customers in the right way.



We have written some new guidelines to help train companies decide how to say sorry in a fair way.



Please read this booklet and answer the questions to tell us what you think about these guidelines.

The new guidelines



The new guidelines are about helping train companies say sorry in a way that is best for each customer.



They explain what train companies should think about when they decide how to say sorry.



The new guidelines do not tell train companies to say sorry in a certain way.



The new guidelines do not tell train companies how much money they should pay to say sorry.

Train companies can say sorry to customers in lots of different ways, like by:



- Giving the customer money.



- Saying “We are sorry” or explaining why something went wrong.



- Making changes to help stop the problem from happening again.

When train companies are deciding how to say sorry, they should think about:



- What went wrong, and how badly it went wrong.



- How the customer's journey was affected.



- How the customer felt and if they were safe or not.



- How much extra money the customer had to spend because of the problem.

When train companies are deciding how to say sorry, they should also think about:



- How much the customer needed the help.



- Why the problem happened, and how much control the company had.



- How well the company and its staff behaved and shared information with the customer.



- If the same problem has happened a lot in the past.

When train companies are deciding how to say sorry, they should also:



- Think about whether there is a problem with how the company works.



- Follow the **Complaints Code of Practice.**

The **Complaints Code of Practice** is a document that explains how train companies should deal with complaints.



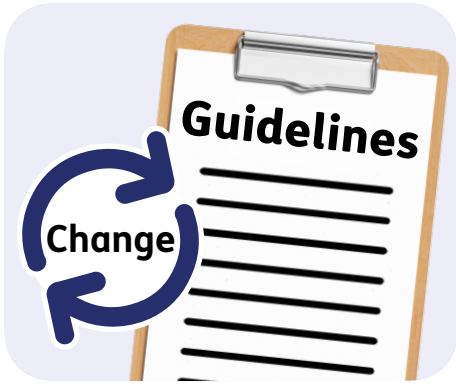
- Follow the **Accessible Travel Policy.**

The **Accessible Travel Policy** is a document that explains how train companies should help disabled customers.

Questions for you to answer



Question 1: How well do you think that these new guidelines will help train companies say sorry to customers?



Question 2: Do you think that we need to change the new guidelines or add anything else to them?



Problems



Question 3: Can you think of any other problems that train companies could face if they follow these new guidelines?



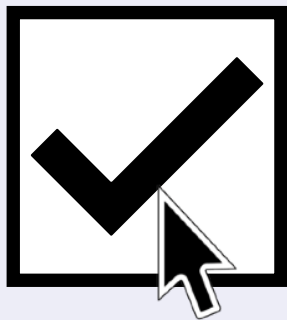
Question 4: Please tell us if you have more thoughts about how the new guidelines will help customers.

How to send us your answers



You can complete this survey on your computer.

First you will need to download it.



Then open the survey on your computer.

You will be able to write your answers in the boxes.



When you have finished the survey, save it to your computer.

Then email a copy to:

ATP@orr.gov.uk

You can also send us your answers by:



- Post:

ATP Guidance redress
consultation
Office of Rail and Road
25 Cabot Square
London
E14 4QZ



- Online form:

[https://forms.office.com/pages/
responsepage.aspx?
id=lnkjIzp_LEOA9UYMvAdhO9d1m
bG-
jFtDh7_2xws5tVdUMVdCNIEwVUFZ
OVRMSjBaNDg2TzRNWUdaSS4u](https://forms.office.com/pages/responsepage.aspx?id=lnkjIzp_LEOA9UYMvAdhO9d1mbG-jFtDh7_2xws5tVdUMVdCNIEwVUFZOVRMSjBaNDg2TzRNWUdaSS4u)



You can see a Large Print copy of the survey on our website here:

<https://www.orr.gov.uk/sites/default/files/2025-05/atp-guidance-redress-consultation-may-2025-large-print.pdf>



The online form and the Large Print copy are not in Easy Read.



Please send us your answers by 5:00pm on Friday 11 September 2026.

Keeping your information safe



We follow the law about how to keep your information safe.



We plan to share all the answers people give us on our website.



If you want us to keep your answers private, please tell us why when you send your answers.



Or you could send us a separate document with the information you are happy for us to share.

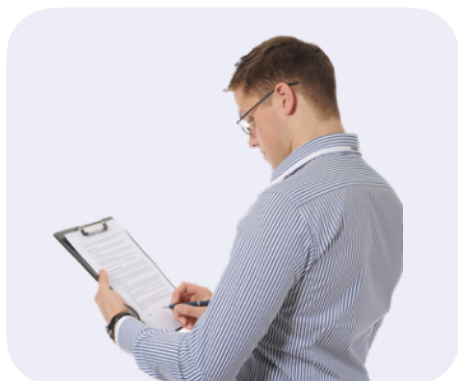


We will try to keep your answers private.



But we may have to share the information if the law says so.

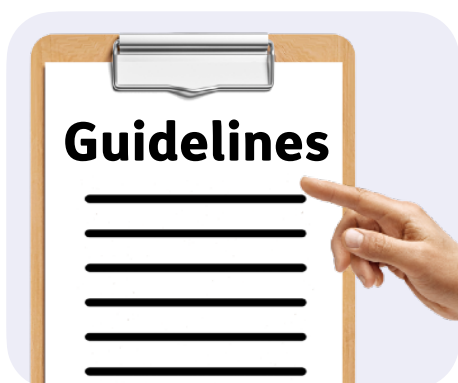
What happens next



We will read and think about all the answers people gave us.



After we have thought about all the answers, we will share what people said on our website.



We will use the answers to help us make a final decision about the new guidelines.

This Easy Read booklet was produced by easy-read-online.co.uk
The booklet includes images licensed from Shutterstock.