

Determining redress for booked assistance not provided: draft framework for consultation

5. Transparency, oversight, and escalation

- Operators should ensure passengers are clearly informed of their right to escalate unresolved complaints to the Rail Ombudsman.
- Operators are encouraged to review and analyse redress outcomes to identify patterns, structural risks, and opportunities for improvement.
- Greater transparency, including publication of redress data or aggregated learning, may help build trust and support cross industry improvement.
- ← Previous 4. Evidence requirements
- → Next 6. Outcome