

Marcus Clements
Head of Consumer Policy
Directorate of Economics, Markets & Strategy
Office of Rail and Road



Chris Atkinson
Head of Communications
c2c

18 February 2021

Dear Chris

Compliance with Condition 5 (Accessible Travel Policy) of your Station Licence and GB Statement of National Regulatory Provisions: Passenger

Thank you for your response to our letter dated 18 August 2020 in respect of c2c's licence and its activities in relation to its obligations under section A8 (**Redress**) of the Accessible Travel Policy (ATP) Guidance. I am grateful to you for setting out the results of the review undertaken as a result of our letter and the steps you have subsequently taken.

As part of your response you confirmed that an audit of your 2019-20 Core Data - Section I (Redress) submission has been conducted and as a result have subsequently revised the data provided to us. We welcome the additional quality assurance checks that c2c intended to put in place to improve the accuracy of its Core Data reports.

Your response appears to indicate you only record redress in cases where compensation is provided and not, for example, if compensation is refused by the passenger and only an apology provided. However, redress should be determined on a case-by-case basis and whilst it may include a monetary refund, it may also be a gesture of goodwill. Such cases should also be recorded. In all cases where assistance failures occur, it is important to explain to the passenger why assistance was not provided and what steps have been taken to ensure the failure does not reoccur.

Please note that this letter and your previous reply will be published on our website.



Yours sincerely

A handwritten signature in black ink, appearing to read 'Marcus Clements', is positioned above the printed name.

Marcus Clements

CC. Alex Whybro