

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



Jason Ness  
Head of Customer Relations  
Great Western Railway

23 February 2021

Dear Jason,

**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 GWR's licence and its activities in relation to its obligations under section A8 (**Redress**) of the Accessible Travel Policy (ATP). I am grateful to you for setting out the steps you have taken to investigate this issue, and the action you propose to take as a result.

We welcome your intention to contact the 91 customers identified as not being offered any form of redress to ensure that they are dealt with in accordance with your ATP obligations. Data processing errors and failures to follow policy were cited as the primary causes for this oversight. You will recall that you provided written assurance to ORR last year to confirm your Core Data submissions will be provided to us in accordance with the reporting guidance. It would be helpful to understand the remedial measures be put in place to ensure accuracy of reporting at the next ATP quarterly catch-up with my team, and to confirm that the 91 customers referenced above were indeed contacted.

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 written over a light blue horizontal line.

**Marcus Clements**

cc. Neil Craig