

Jacqui Russell

Head of Consumer Policy

Email: ATP@orr.gov.uk

Claire Mann
Chief Operating Officer
Transport for London
By email

29 October 2025

Dear Claire,

Redress for failed assistance. Request for ATP review under Paragraph 4, Condition 5 (Accessible Travel Policy) of London Underground Limited's Passenger Train Licence and Paragraph 4, Condition 4 (Accessible Travel Policy) of London Underground Limited's Station Licence.

I am writing to request a review of your Accessible Travel Policy (ATP) policy document, passenger leaflet, website and other passenger facing information channels with respect to all aspects of the ATP Guidance requirements on redress (sections 3.3d, A2.5.2g, A8). This request is made under paragraph 4 of the ATP licence condition.

On 29 October 2025 we published a decision on the outcome of our [recent consultation](#) on the ATP Guidance redress requirements. Our decision confirmed the proposed one word change to our ATP Guidance (paragraph A8.1) so that operators **must** (instead of *may*) determine appropriate redress on a case-by-case basis when assistance is not delivered as booked.

Your review should assess whether changes are required to reflect this new regulatory requirement and also more widely assess whether your policy, and the way it is communicated, supports fair outcomes for passengers.

By no later than **1 December 2025** you should submit to ORR (ATP@orr.gov.uk):

1. A short covering letter or email setting out the results of your review. You should state whether you have determined that any changes to your ATP policy document, passenger leaflet, website and/or passenger facing information channels are needed with respect to redress and if not, why not.
2. Where changes are proposed to any text on redress (including website text), a copy of the relevant documents showing both the current and the proposed text. Our preference is to receive this as Word documents with track changes.

ORR will then carry out a review of any proposed changes and consult with the relevant stakeholders before issuing a decision.

For those operators that are not already assessing redress claims on a case-by-case basis, we ask that you make that change immediately and not wait for this process of amending documents to be completed first.

If you have any queries, please contact ATP@orr.gov.uk.

This letter is being sent to all train and station operators that have ATPs.

Yours sincerely,

Jacqui Russell