

MAKING A COMPLAINT ABOUT YOUR TRAIN COMPANY



OFFICE OF RAIL AND ROAD

1

GATHER RELEVANT INFORMATION

This could include specific journey details such as departure station, date, time and ticket type.



2

CONTACT THE TRAIN COMPANY CONCERNED

This may be done via their website, by email or by phone. If you're not happy, make a complaint.



3

FINDING A RESOLUTION

You should receive a response within 20 working days.



4

NOT HAPPY WITH THE RESPONSE?

You have the right to request that your train company escalate your complaint. They have a maximum of 40 working days to try to find a resolution.



5

IF YOUR COMPLAINT IS NOT RESOLVED

You can now ask the Rail Ombudsman to investigate.

www.railombudsman.org
info@railombudsman.org
0330 094 0362

