

## What if I don't want to take my complaint any further?

You don't have to see a complaint through if you don't want to. If you decide you don't want to take it any further, no problem. Just let us know and we'll close the case. You are in control of your complaint.

## How long will it take you to come to a decision?

Naturally, we want to come to decisions as quickly as possible. This, of course, depends on how complex your complaint is. We aim to complete all cases within 40 working days – although most shouldn't take this long. We will keep you posted on how things are going.

## What happens after you have made a decision?

If you agree with our decision, you have 20 working days to accept it. If you do accept our decision, the Service Provider must accept it also: they cannot dispute it further.

## What if I don't agree with your decision?

We always look to be fair and reasonable – and hopefully get both sides to agree. However, you might disagree with us. You are fully entitled to do that. We won't be able to help you further, but we can advise you what else you can do: for example, by taking legal action through the courts.

## What next?

If you need our service or just want more information, please feel free to get in touch.

Our Contact Centre team are available:

Monday to Friday 08:00 - 20:00  
Saturday and Bank Holidays 08:00 - 13:00  
(excluding Christmas Day)

Website: (including online chat):

[www.railombudsman.org](http://www.railombudsman.org)

Telephone: 0330 094 0362

Textphone: 0330 094 0363

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Twitter: @RailOmbudsman

By Post: FREEPOST – RAIL OMBUDSMAN

Visit our website to access our Consumer Guide, Frequently Asked Questions (FAQs) page and privacy policy at [www.railombudsman.org](http://www.railombudsman.org)

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SG1 2AD



The Rail  
Ombudsman 

# Quick start guide



[www.railombudsman.org](http://www.railombudsman.org)  
[info@railombudsman.org](mailto:info@railombudsman.org)  
0330 094 0362

## Who are we?

We are the Rail Ombudsman.

We offer an independent, free and expert service to investigate unresolved complaints about train companies and rail service providers who participate in the Ombudsman scheme. The Ombudsman calls these Service Providers.

We also support the rail industry to raise standards and improve services for customers.

## How can you help me?

Even when Service Providers try their best sometimes things go wrong or you're unhappy with the service you receive. If this is the case, you should always complain to the Service Provider first - and give them a chance to reply and put things right.

However, if they don't reply to you, or you're not happy with their reply or with the way they have treated your complaint - then we might be able to help you.

If we agree that your complaint is something we can look into, we will investigate it fairly and independently. We don't take sides - we just look at the evidence we are given. We try to encourage you to reach an agreement, but if this doesn't happen, we will make a decision based on the evidence we receive.

If we are not able to take up your complaint, we will let you know why we can't. We will also let you know where you can take it next - we may be able to transfer you to someone directly who may be able to help you further.

## Which Service Providers are members of the Rail Ombudsman?

A list of providers can be found on our website.

## When should I contact you?

You should always try and resolve your complaint with the Service Provider first. You should get in touch with us if:

- you're unhappy with their final response which was contained in a letter/e-mail (sometimes called a 'deadlock letter'); or
- they haven't resolved your complaint within 40 working days of them receiving your complaint; and
- it is within 12 months of any final response from the Service Provider.

## How do I contact you?

The quickest way is to fill in our online form. If you prefer, you can download our paper form - or simply ask us to post one to you (see our contact details below). Both forms can be accessed through our website at [www.railombudsman.org](http://www.railombudsman.org).

You can send your paper form back to us by email ([enquiries@railombudsman.org](mailto:enquiries@railombudsman.org)) or by post (FREEPOST - RAIL OMBUDSMAN). This is a freepost address - so no stamp is needed.

You can do this yourself; or you can get someone to help or give your consent for someone to represent you - for example, a family member, friend or other representative. You can contact us in whichever way suits you best.

## How do you make your service accessible?

We want to make sure our service is simple and easy to use, whatever your needs.

Information about our service is available in:

- large print;
- Braille;
- easy-read; and
- audio.

We can also let you know how to complain to us if you need translation services or British Sign Language. Just ask us.

## How will you resolve my complaint?

We will ask you to provide evidence to support your case.

Then, we will look at what you have to say and what the Service Provider has to say. We will weigh up the evidence and come to a decision that we think is fair and reasonable.

## CONTACT US

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