

RAIL OMBUDSMAN RAIL CONSUMER EXPERIENCE SURVEY 2026

Covers cases closed in 2025
Report produced March 2026

Additional Seating is
available on the upper
Mezzanine Level

Please follow signs to
'Dining & Seating'



Approach: Background and objectives

Background

- Since the Rail Ombudsman (RO) was formed in November 2018, it has provided a free and independent alternative dispute resolution service. It serves as an escalation point for rail industry complaints, mediating between Rail Consumers and Rail Service Providers (RSP).
- The Rail Ombudsman provides fair and impartial services when mediating between Rail Consumers and RSP. It makes decisions in relation to complaints and raises standards in the industry by providing training.
- The Rail Ombudsman has a broader remit than the decision for each complaint, but it is from each individual's voice that it learns and provides feedback to enable the industry to continuously improve.
- The Rail Ombudsman can also make recommendations to RSPs to improve the way their service is delivered and publish case studies and data which can provide insight into common complaints and how to raise standards. The Rail Ombudsman appointed Ipsos, an independent research agency, to collect feedback, where possible, from rail consumers who have contacted the Rail Ombudsman between January 1 and December 31, 2025.
- In November 2023, the Office of Rail and Road (ORR) assumed sponsorship of the Rail Ombudsman and is partially funding this study. The RO has since introduced new passenger contact channels and a programme of upgrades to processes and systems to provide for a more accessible service.

Objectives

This research provides an insight into the experience of users of the Rail Ombudsman service. Feedback focuses on those who have had a case closed by the Rail Ombudsman, with their feedback separated from those whose cases are beyond the remit of the RO and thus deemed 'out of scope'.

In 2025, the following objectives were set:

- Evaluate the accessibility of the Rail Ombudsman
- Gather insights into consumers' profiles, with a focus on disabilities and socio-economic profile
- Identify specific challenges any group faces while accessing services
- Incorporate an inclusive survey design

Approach: Methodology

- This survey is a follow-up to previous waves conducted annually since the start of the Rail Ombudsman operation in 2018.
- Questionnaire changes introduced in 2023 (retained in 2024 and 2025) include six open-end questions to collect feedback on experience and pain-points, and new rating questions on accessibility and consumer profiling (disability, ethnicity, income, education, current circumstance and social grade).
- 21% survey completion rate was achieved from those who were sent the survey.
- 434 Rail Consumers with cases that were in scope for the Rail Ombudsman completed the survey along with 298 out of scope responses.
- The survey population may not be representative of the demographic characteristics of complainants who use the Rail Ombudsman's services. We have incorporated various strategies to mitigate bias; however, perfect representations may not always be achievable.

Fieldwork

Fieldwork dates - 16th February to 9th March 2026



Online Survey
10 minutes

- Online survey was sent out to 3,440 Rail consumers who had contacted the Rail Ombudsman.
- 3,440 was the number of eligible complaints to mail out to once any duplicates or incomplete/ missing/ contact details were removed.
- Total original sample was 4,109 records for 2025.



Multi-Mode
Telephone Survey
Up to 20 minutes

- Research design was adjusted to include a multi-mode telephone survey to make the survey accessible.
- 11 interviews were completed using telephone methodology.

Industry Context 2025

- Growth in rail passenger journeys across 2025. There were 1.8 billion journeys in the 12 months to September 2025, a 7% increase on the same period in 2024.¹
- A new industry wide survey launched mid year, the Rail Customer Experience Survey, providing insight to rail customers experience, supporting the industry in better understanding their customers.²
- Fewer strikes in 2025, only impacting individual train companies rather than strikes across the rail network seen across 2022-2024.³
- Number of complaints escalated to the Rail Ombudsman increased.
- Significant rail governance changes announced, with the government introducing the Railways Bill in November 2025, legislation to establish Great British Railways (GBR) as a new guiding mind for UK rail. Under proposals GBR will be a publicly owned agency.⁴
- In the November budget, the Chancellor announced that regulated rail fares in England, would be frozen for 2024/25 – the first fare freeze in over 30 years.⁴

1- Passenger rail usage | ORR Data Portal

2- Customer voice at heart of landmark rail survey showing 88% satisfaction | Rail Delivery Group

3-Industrial action | Railboard

4 - UK Rail Industry 2025: Year-End Round-Up | Rail Industry Connect



11 DEC 2025

Customer voice at heart of landmark rail survey showing 88% satisfaction

As progress continues towards the creation of Great British Railways, the rail industry has today published the first set of results from the new Rail Customer Experience Survey (RCXS). A significant milestone in establishing a culture that ensures customer views are at the heart of future plans for Britain's railways.



Today (5 November 2025) the government introduced the Railways Bill to Parliament, paving the way for Great British Railways (GBR), a new publicly owned company that will unite the management of passenger services and rail infrastructure for the first time in three decades.

↓ 2025 industrial action

All the days industrial action took place last year.

Saturday 18 October 2025

Suspended RMT union strike.

- Train companies affected: CrossCountry.

Friday 3 October 2025

RMT union strike.

- Train companies affected: CrossCountry.

Monday 25 August 2025

RMT union strike.

- Train companies affected: CrossCountry.

Saturday 23 August 2025

RMT union strike.

- Train companies affected: CrossCountry.

Friday 7 March 2025 - Saturday 8 March 2025

ASLEF union strike.

- Train companies affected: Hull Trains.

Sunday 9 February 2025

RMT union strike.

- Train companies affected: Avanti West Coast.

Sunday 2 February 2025

RMT union strike.

- Train companies affected: Avanti West Coast.

January 2025

RMT union strike.

- Train companies affected: Avanti West Coast.

January 2025

RMT union strike.

- Train companies affected: Avanti West Coast.

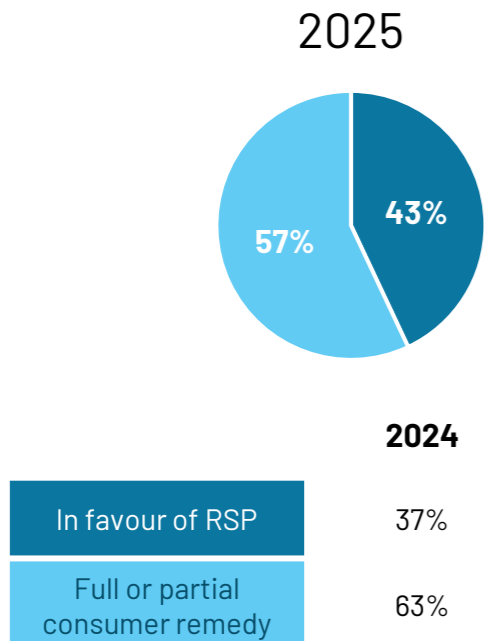
Definitions

Term	Definition
In Scope	A complaint accepted as being eligible for the Rail Ombudsman scheme.
Out of Scope	A complaint that is outside the remit of the Rail Ombudsman.
Simple Resolution	A stage in the Rail Ombudsman process that provides an opportunity, in some circumstances, to quickly resolve an issue.
Complex Resolution	A stage in the Rail Ombudsman process where a simple resolution is not possible. The Rail Ombudsman will first mediate and then where applicable, adjudicate to resolve an in-scope complaint.
Mediation	The process by which, assisted by an independent view from the Rail Ombudsman, a settlement in relation to an in-scope complaint can be negotiated to which both the Rail Consumer and the participating Rail Service Provider agree.
Cases resulted in a full or partial Rail Consumers remedy	The Ombudsman instructs Rail Service Provider to take action, Rail Consumer complaint upheld in part, Rail Consumer complaint upheld in full, resolution reached between both parties prior to mediation and settled through mediation.
Cases ruled in favour of the Rail Service Provider	Rail Consumer complaint not upheld.
Rail Service Providers (RSPs)	All licenced train or station operators, including Network Rail and National Rail Enquiries.
Third Party Retailers	Any non-train operator or non-station operator that sells rail tickets or rail-related products and services to customers. This includes independent retailers, comparison websites, travel agents, and other accredited intermediaries acting on behalf of Rail Service Providers.

How has the profile of complainants changed vs. 2024?

Profile changes are of key importance in interpreting the results

Compared to 2024, there is a statistically significant increase in the proportion of cases decided in favour of the Rail Service Providers (RSP), an outcome linked with lower satisfaction



Within *Full or Partial Consumer Remedy* cases, there were fewer Simple – settled prior to mediation cases in 2025, the outcome with highest levels of satisfaction

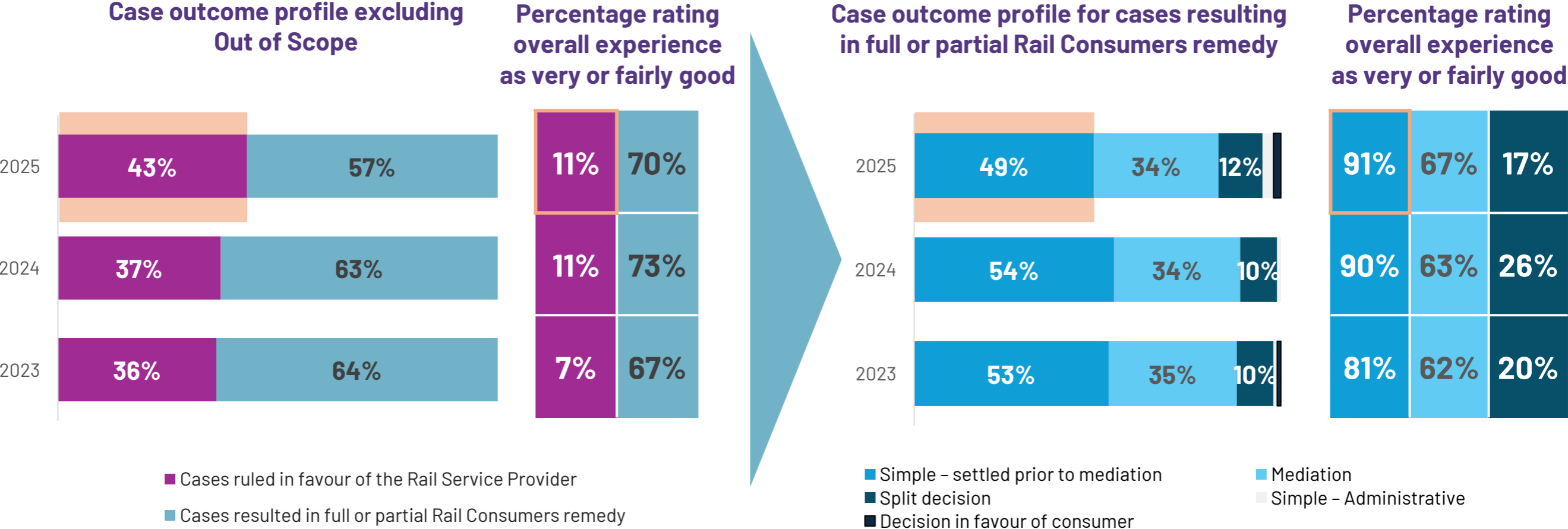
% of full or partial consumer remedy	2024	2025
Simple – settled prior to mediation	54%	49%
Mediation	34%	34%
Split decision	10%	12%
Simple – Administrative	1%	3%
Decision in favour of consumer	0%	2%

Categories of complaints have shifted slightly in 2025 – fewer Delay compensation schemes and Complaints handling and more Quality on Train and Company policy

Category-top 5 (all over 5% shown)	2024	2025
Delay compensation schemes	38%	35%
Train service performance	17%	16%
Quality on train	9%	13%
Company policy	5%	10%
Complaints handling	13%	7%

A shift in profile drives the change in overall results

An apparent change in overall results is driven by a shift in the case mix: an increase in lower-rated cases favouring the RSP alongside a decrease in high-performing 'Simple - settled prior to mediation' cases. This change in composition is a critical factor in understanding movements in total level results.



Executive Summary

Profile shifts are behind a change in overall satisfaction with the Rail Ombudsman



Overall experience ratings of very or fairly good are lower for all in scope complaints, from 51% to 45%. This is explained by a lower proportion of full or partial consumer remedy cases in the profile. Among rulings in favour of consumers, overall experience is only marginally lower (73% to 70%), driven by fewer very good ratings.

Other changes in profile of cases also contribute to the apparent overall decline. There are fewer 'Simple – settled prior to mediation' cases this year which achieve the highest ratings.

Mediation continues to make up around a third of remedy cases this year, with overall ratings improving slightly compared with last year. Split decision cases have declined, but fluctuation in the case type profile factors into this change.

Consumers are most satisfied with Rail Ombudsman staff's professionalism and knowledge



Across the various service elements results have declined from last year due to the changes in the case outcome profile, but scores remain positive overall and in line with 2023 performance.

Consumers with a Full or Partial remedy continue to rate Rail Ombudsman staff highly, particularly for professionalism, knowledge and how clearly the complaints process was explained. For cases decided in favour of the Rail Service Provider, clear explanation of the complaints process has a notable decline. Across both case outcomes, improvements are seen in staff's knowledge of the rail industry.

For full or partial consumer remedy cases, consumers perceive the Rail Ombudsman put in less effort resolving cases compared to last year, while perceptions of consumer effort remain stable.

Accessibility continues to be a key area of strength



Accessibility remains a top-rated area in consumer perceptions of the Rail Ombudsman. However, agreement with all aspects of the service declined compared to the high of 2024, associated with the variation in case outcome profile this year.

Encouragingly, there is no evidence of any complainants experiencing specific challenges accessing services once they have contacted the Rail Ombudsman.

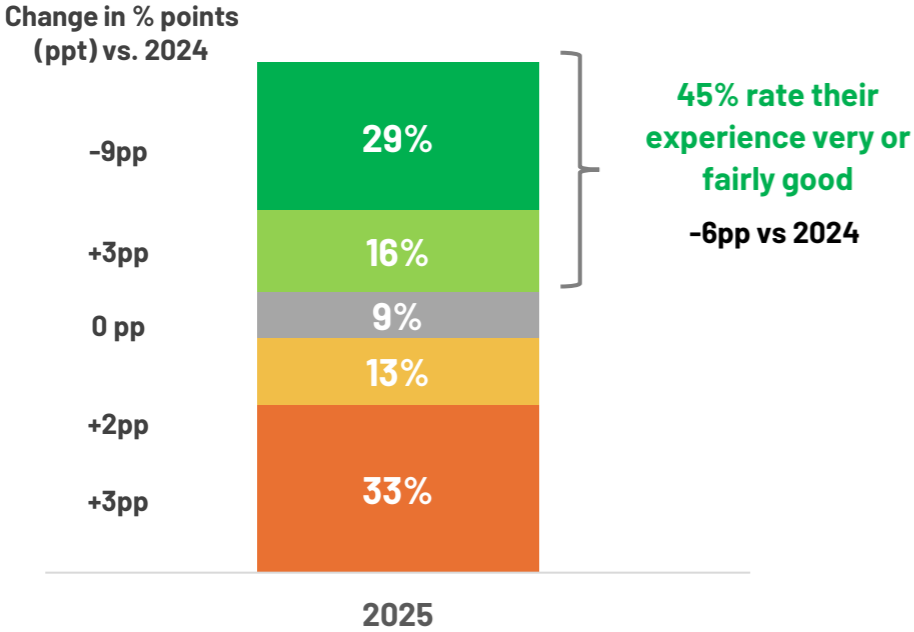
Agreement that the Rail Ombudsman was well signposted remains at parity with 2024, but there are slightly lower levels of contact via the website. As a result of the changing profile, there has been a decline in the proportion of consumers rating speed of response and range of contact methods as good. Similarly, due to profile shifts, fewer consumers have found the complaint form to be clear this year.



Nearly half of rail consumers that took part in the survey this year had a positive experience with the Rail Ombudsman.

Percentage rating experience overall

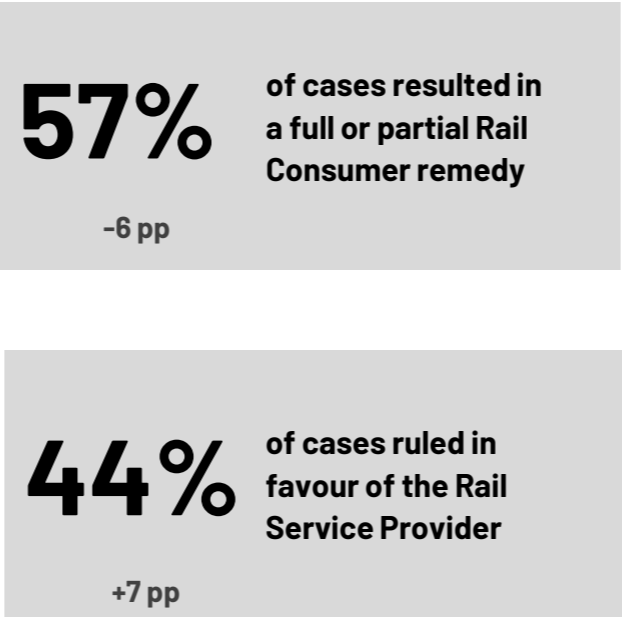
In comparison to 2024 results, the number of consumers who say they had a 'very good' experience has declined. Please note, as outlined on slide 7 this is due to a shift in the profile of complaints not a deterioration in service.



Very good Fairly good Neither good nor poor Fairly poor Very poor

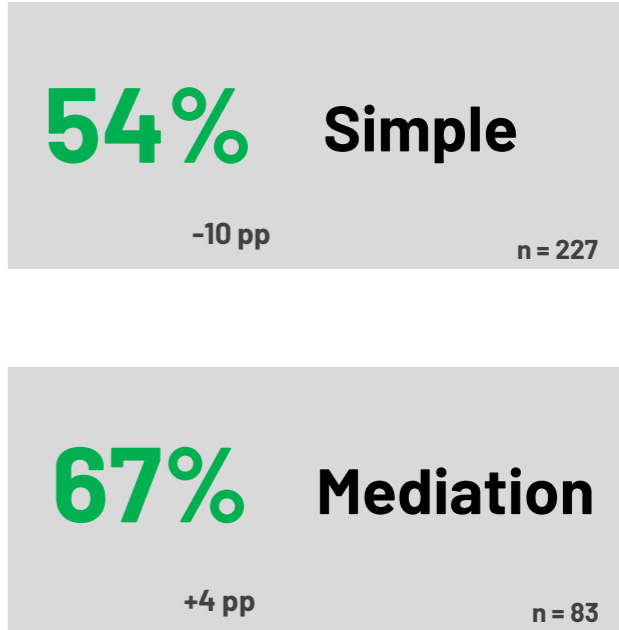
Difference between case types

% of in-scope cases in each category



Experience of the Rail Ombudsman

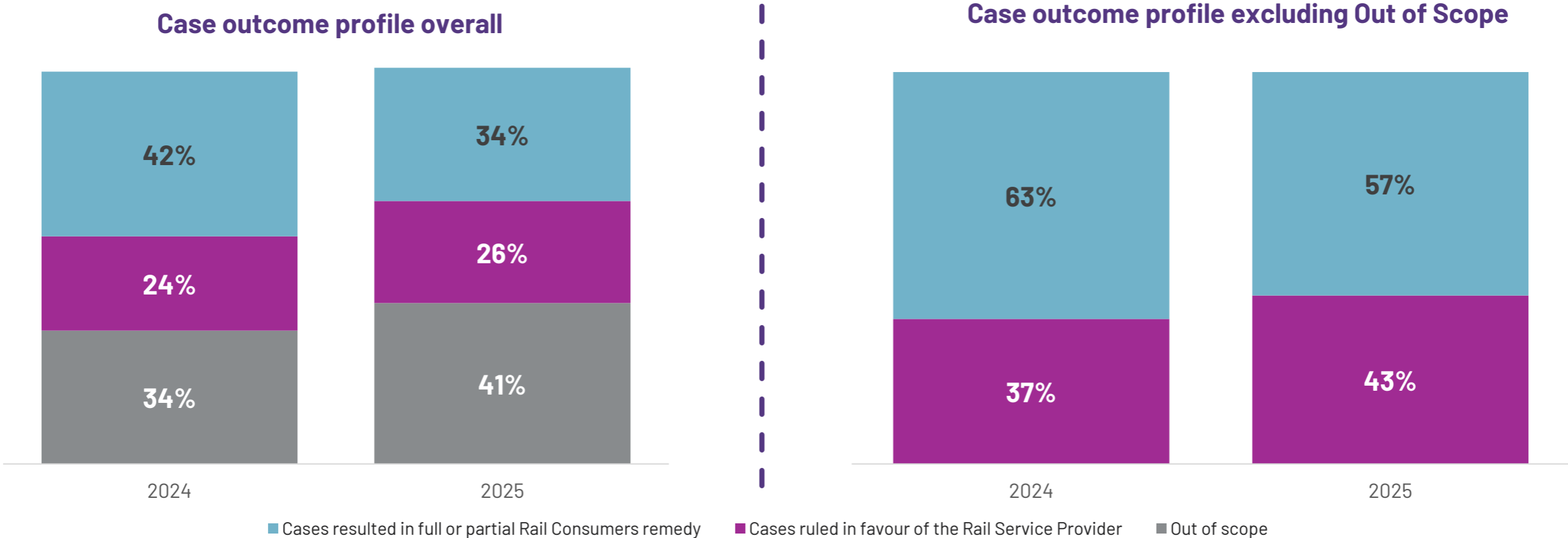
% rating fairly or very good overall



The overall results could be influenced by a mix of factors. These include the benchmark for satisfaction perceived as broader than that of the RO. The industry context, the makeup of complaint characteristics and experience also play a role.

Q1. Taking everything into consideration how would you rate your overall experience with the Rail Ombudsman? Base: Cases dealt with by the Rail Ombudsman (431)

The proportion of cases ruling in favour of the RSP increased by 6ppt in comparison to 2024, an outcome associated with the shift in satisfaction.

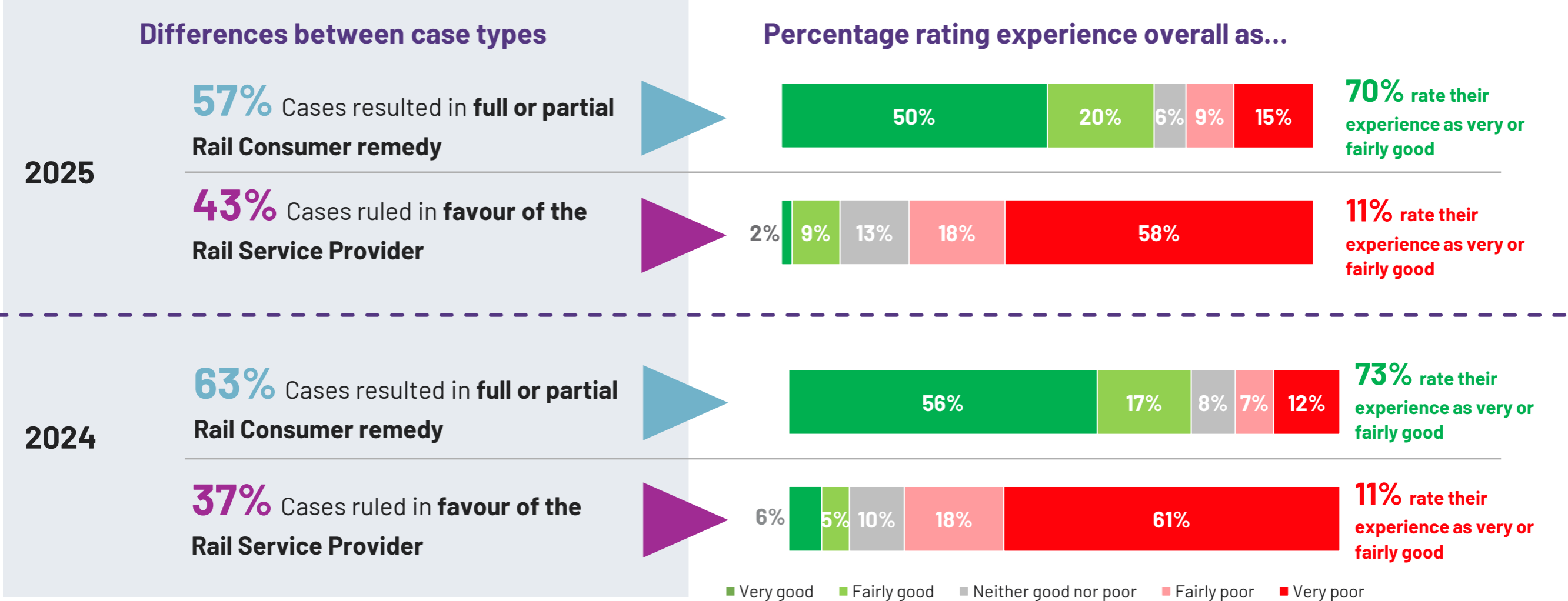


NOTE: The case outcome is strongly linked with satisfaction and so a change in the profile among cases dealt with will affect the total level results

Base: All respondents 2025 (732), 2024 (807); Base: Cases dealt by the Rail Ombudsman in 2025 (434), Cases dealt with by the Rail Ombudsman in 2024 (529).

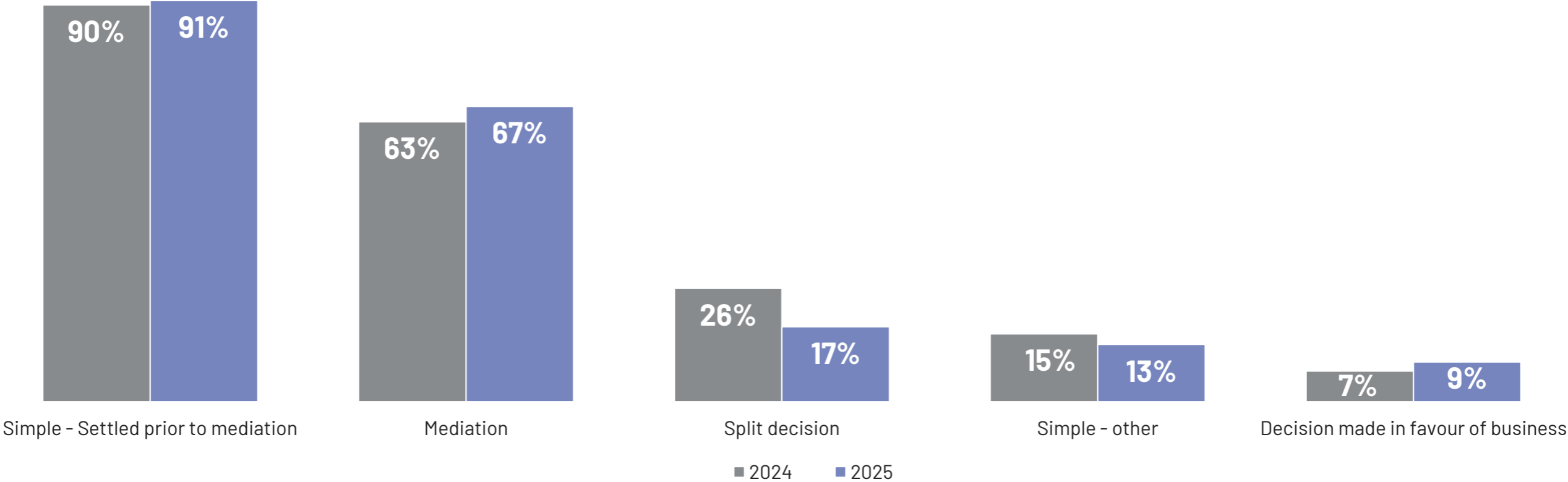


Overall results are largely stable for the different case types, with 7 in 10 consumers with full or partial remedy having a positive experience.



01. Taking everything into consideration how would you rate your overall experience with the Rail Ombudsman? Base: Cases dealt with by the Rail Ombudsman 2025 (434), 2024 (529), 2023 (686).

For full or partial consumer remedy, the overall experience for mediated cases increased the most since 2024.



NOTE: The decline in split decision may be associated with a change in the profile of case categories. This year there were fewer 'Complaints handling' cases and more 'Fares and retailing' cases.

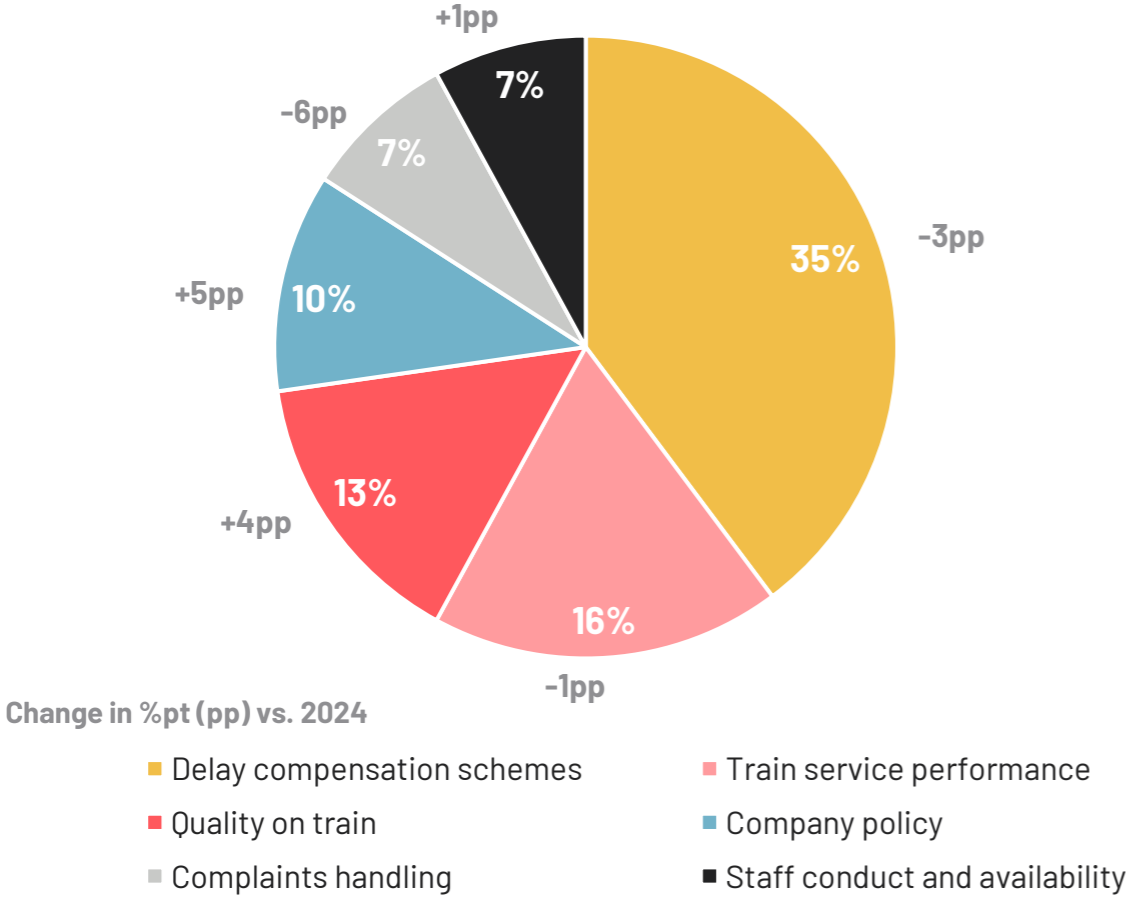
Cases decided fully or partial consumer remedy in 2025 (30 - 120), Cases decided in favour of the Rail Service Provider in 2025 (89)
 Cases decided fully or partial consumer remedy in 2024 (35 - 180), Cases decided in favour of the Rail Service Provider in 2024 (101)

Q1. Taking everything into consideration how would you rate your overall experience with the Rail Ombudsman?

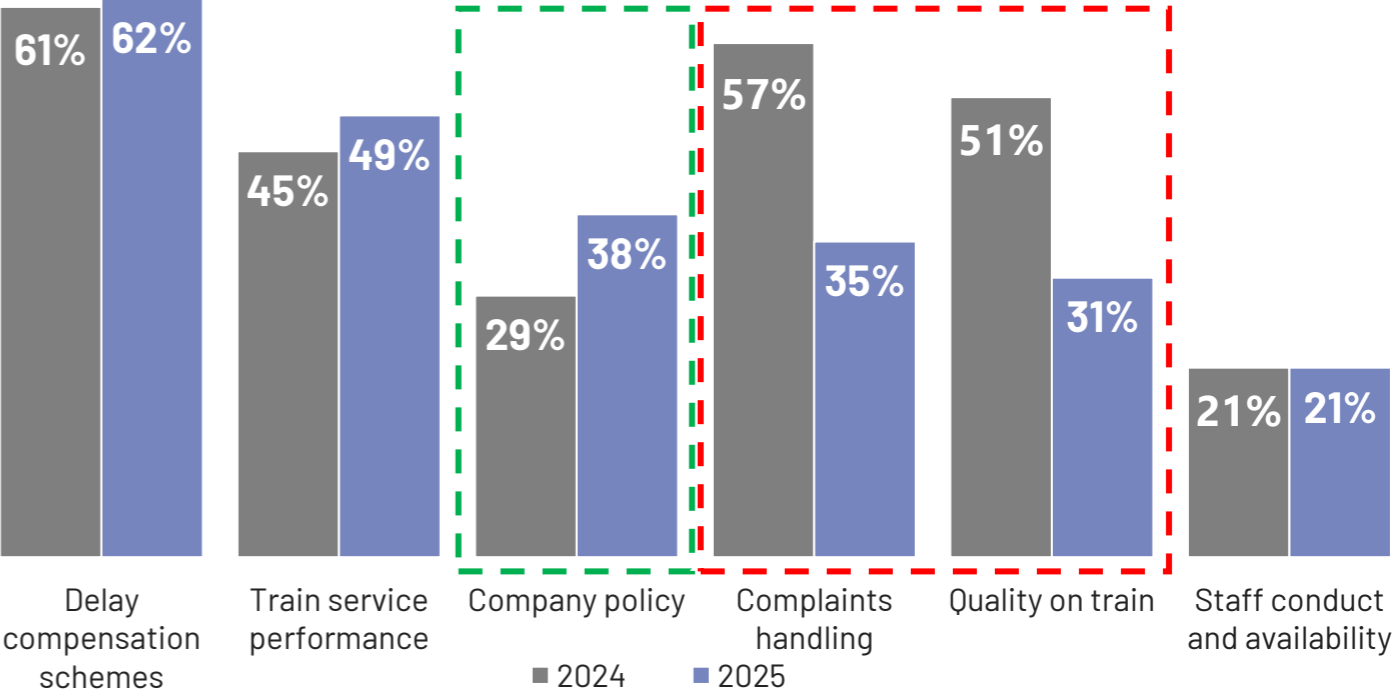


Slight shifts in the complaint type profile. Overall experience improves for Company policy but reduces for Complaints handling and Quality on train.

Differences between complaint types YoY



Percentage rating experience overall as very or fairly good

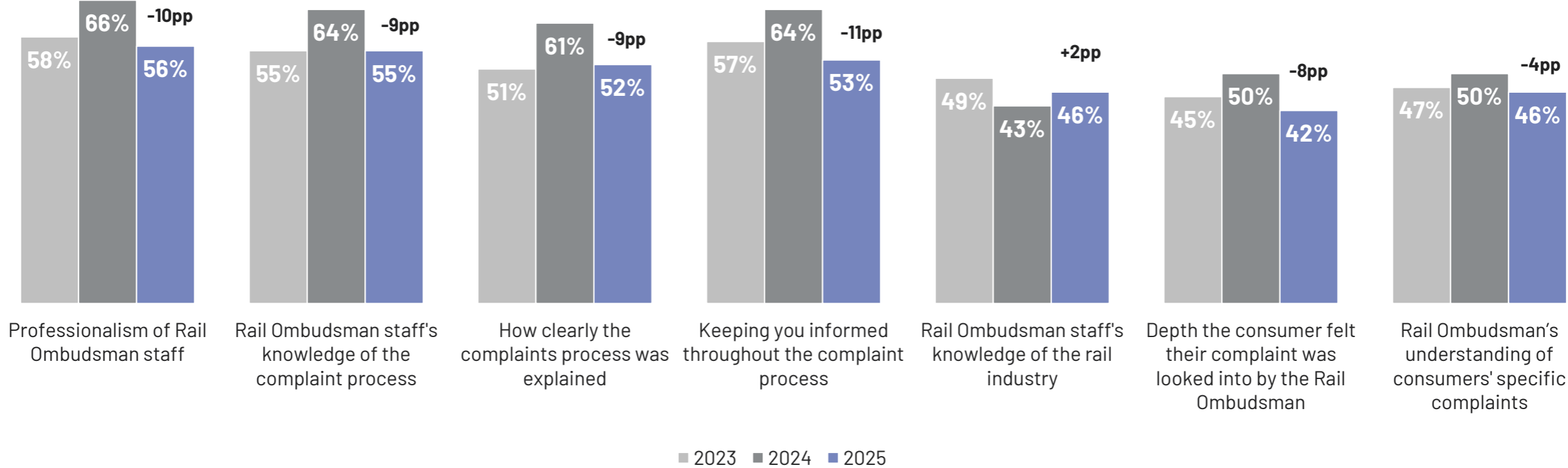


Q1. Taking everything into consideration how would you rate your overall experience with the Rail Ombudsman?
 Base: Cases dealt with by the Rail Ombudsman 2025 (434), 2024 (529).

Due to outcome profile changes, customer satisfaction with the Rail Ombudsman sits closer to 2023 performance this year.

Percentage rating as very or fairly good (Overall)

Change in % point (pp) vs. 2024



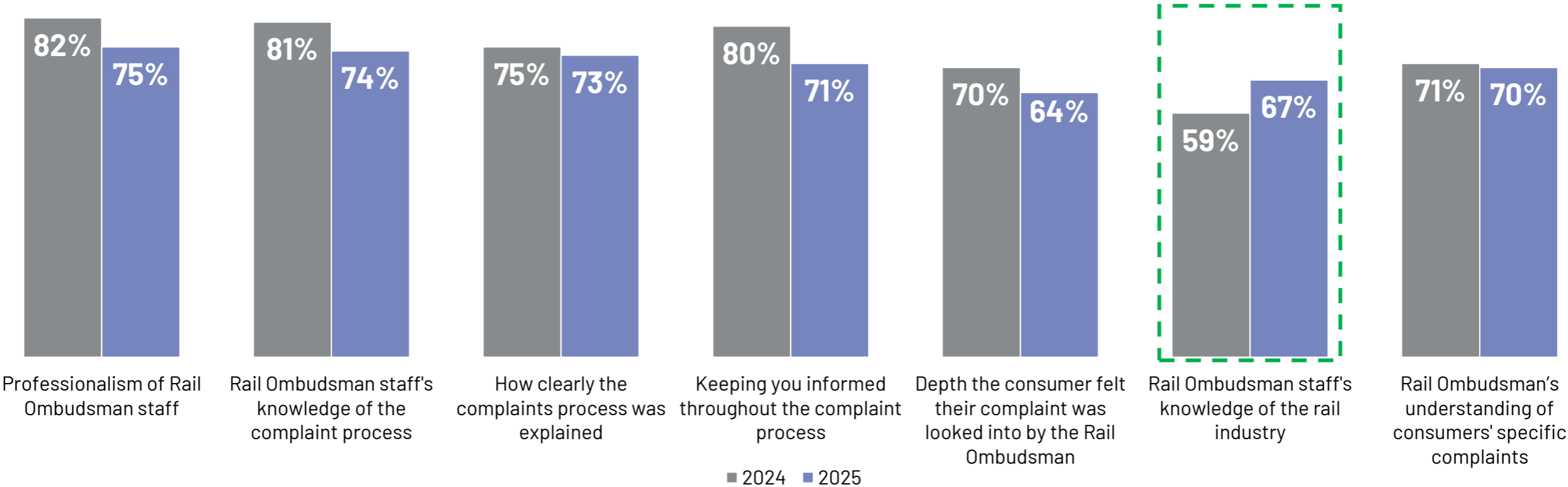
NOTE: Results at the overall level are influenced by change in profile - higher volumes of cases in favour of consumer in 2024 which score higher

Q11. How would you rate the following aspects of the Rail Ombudsman's service? Base: Cases dealt with by the Rail Ombudsman (2025: 355, 2024: 529, 2023: 687).



Fewer high scoring 'Simple – Settled prior to mediation' cases this year negatively impact results, but improvements are seen in staff knowledge.

Percentage rating as very or fairly good (Full or Partial Consumer Remedy)



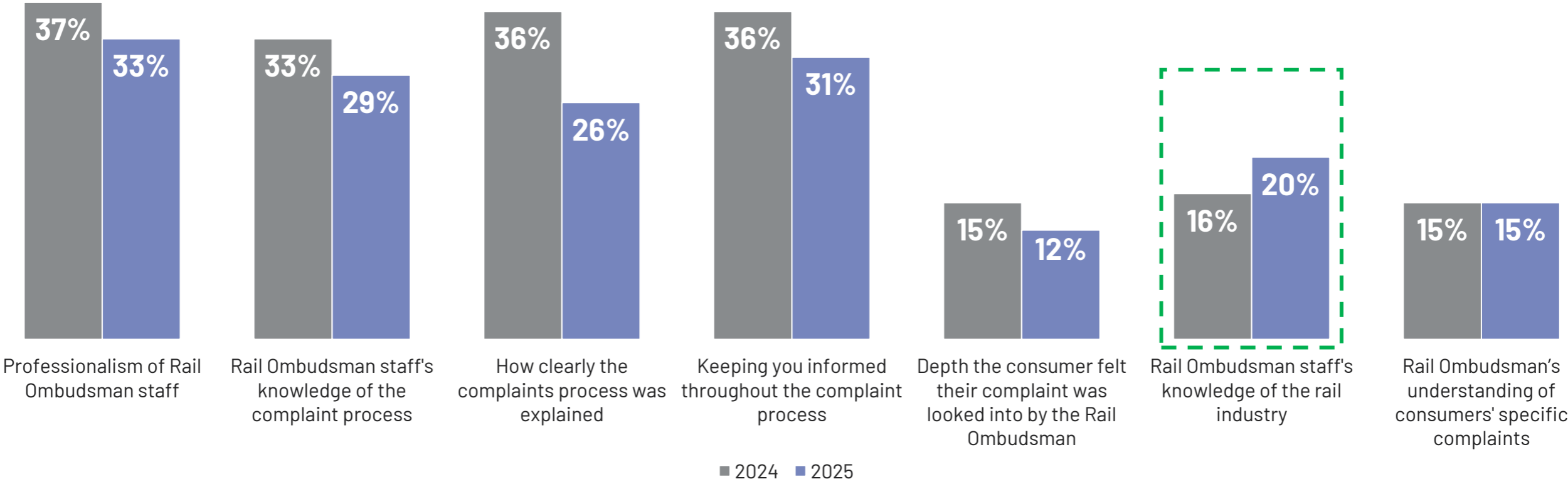
Q11. How would you rate the following aspects of the Rail Ombudsman's service?

2025: Cases dealt with by the Rail Ombudsman. Cases decided fully or partially favour of rail passenger (198), Cases decided in favour of Rail Service Provider (157).

2024: Cases dealt with by the Rail Ombudsman. Cases decided fully or partially favour of rail passenger (335), Cases decided in favour of Rail Service Provider (194).

For cases decided in favour of the RSP, clarity of the explanation of the complaints process declined, whilst knowledge of the rail industry improved.

Percentage rating as fairly good or very good (in favour of Rail Service Provider)

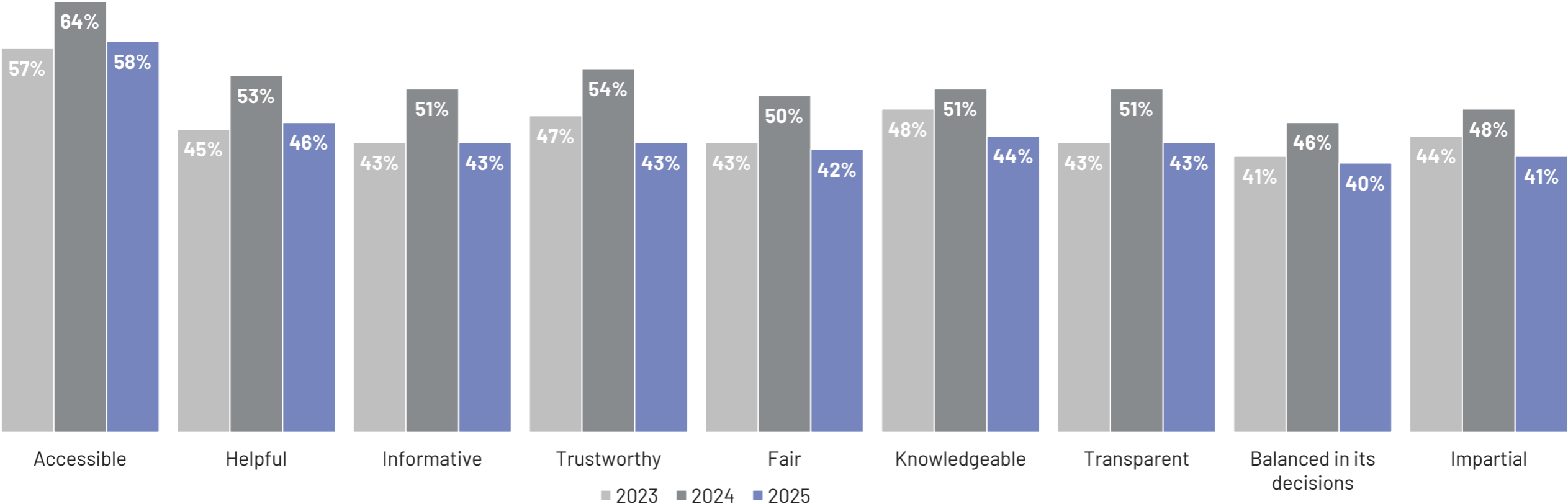


Q11. How would you rate the following aspects of the Rail Ombudsman's service?
2025: Cases dealt with by the Rail Ombudsman. Cases decided fully or partially favour of rail passenger (198), Cases decided in favour of Rail Service Provider (157).
2024: Cases dealt with by the Rail Ombudsman. Cases decided fully or partially favour of rail passenger (335), Cases decided in favour of Rail Service Provider (194).



Compared with the high of last year, overall customer ratings have fallen across metrics, associated with the higher proportion of cases in favour of RSPs.

Percentage agreeing that the Rail Ombudsman is...



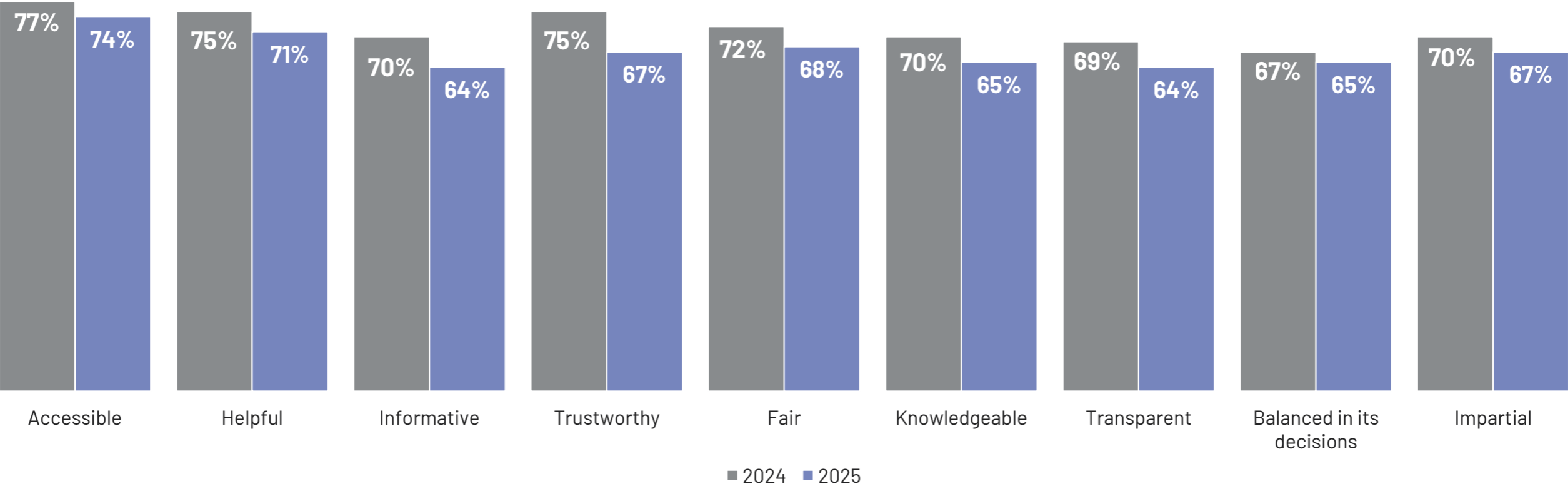
NOTE: Positive results at the overall level are influenced by change in profile - higher volumes of cases in favour of consumer in 2024 which score higher

Q4. Taking into account your overall experience, how strongly do you agree or disagree that the Rail Ombudsman is... Base: Cases dealt with by the Rail Ombudsman (2025: 422, 2024: 529, 2023: 687).



For cases with full or partial consumer remedy, lower results are impacted by changes in profile with fewer positive 'Simple – Settled prior to mediation' cases.

Percentage agreeing that the Rail Ombudsman is... (Full or Partial Consumer remedy)

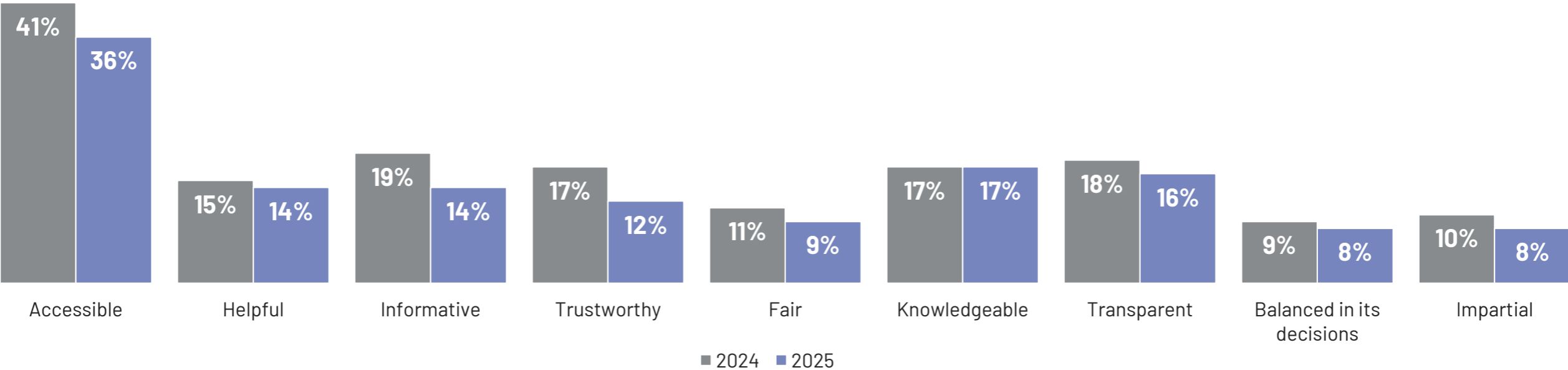


Q4. Taking into account your overall experience, how strongly do you agree or disagree that the Rail Ombudsman is... Base: Cases decided in full or partial consumer remedy (238)



Accessibility remains a top-rated area for cases decided in favour of the RSP, but agreement is slightly lower this year across a number of areas.

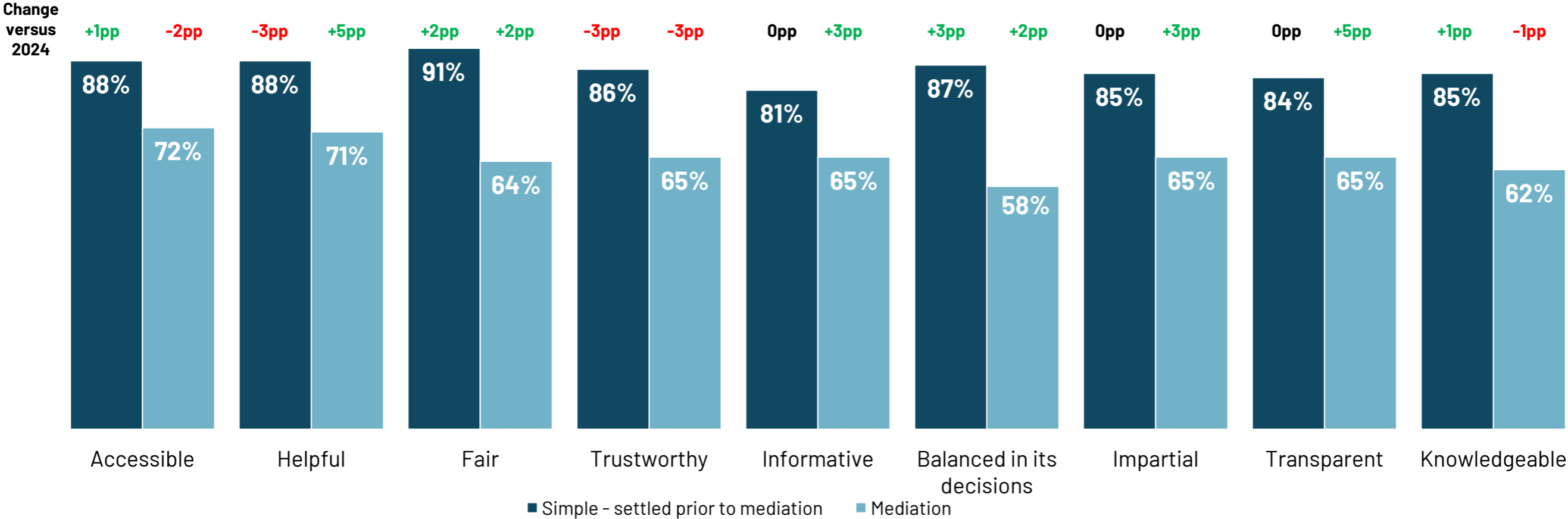
Percentage agreeing that the Rail Ombudsman is... (In favour of Rail Service Provider)



04. Taking into account your overall experience, how strongly do you agree or disagree that the Rail Ombudsman is...? Cases decided in favour of Rail Service Provider (184).

Helpfulness and transparency increase most for Mediation resolutions, but these remain more critical compared to Simple resolutions across the board.

Percentage agreeing that the Rail Ombudsman is...



Q4. Taking into account your overall experience, how strongly do you agree or disagree that the Rail Ombudsman is... Base: Simple - settled prior to mediation(115), Mediation(79).

Customer Comments Analysis: Why do you rate your experience positively?

Amongst the 45% who rated the experience very or fairly good....

Effective Resolution and Successful Outcomes

Consumers value the Rail Ombudsman's ability to achieve tangible results, particularly in securing refunds, compensation, and fair resolutions to disputes that had previously reached an impasse with Rail Service Providers. This encompasses both the achievement of desired outcomes and the Ombudsman's effectiveness in compelling action from previously unresponsive rail operators.

"They were helpful and responsive in managing my case and got me compensation that the rail line had originally refused to give me. Then when the rail line was delayed in paying me the agreed settlement, they followed up with them on my behalf."
Complex case

"I rate it very highly, I believed I'd been treated unfairly, the Rail Service Provider disagree with this however the ombudsman agreed with me and I got my monies refunded"
Simple case

"After months of getting nowhere with a complaint, the Rail Ombudsman sorted matters out very quickly and appropriately."
Simple case

Quality of Communication and Service Delivery

Consumers appreciate the Rail Ombudsman's professional, responsive and transparent communication throughout the complaints process. This includes timely updates, clear explanations of procedures and timescales, empathetic staff interactions, and maintaining consistent contact that keeps Consumers informed at each stage.

"Very good they got back to me within the time schedule they said and explained everything clearly and had to deal with two train companies"
Simple case

"Clear process, excellent communication and kept me updated."
Simple case

"I was kept in touch all through the process and I felt the outcome was fair."
Complex case

***Note: This analysis has been carried out using an Ipsos in-house AI tool, and corroborated with human analysis**

02a. Why did you rate your experience of the Rail Ombudsman positively? Base: 259

Customer Comments Analysis: Why do you rate your experience poorly?

Amongst the 46% who rated the experience very or fairly poor....

Perceived Bias and Lack of Independence

Some consumers with mediation or in favour of RSPs outcomes feel the Rail Ombudsman systematically favours RSPs, lacking genuine independence and failing to act as an impartial arbiter.

"I was under the impression the ombudsman was on the side of the passengers who get rinsed every time they pay to travel in the UK and I found this not to be the case."

Complex case

"They were keen to close the case before it was fully resolved and seemed to be biased toward the offending rail company."

Complex case

"The Ombudsman is not impartial but works on behalf of the rail companies. They know this so treat customers unfairly."

Simple case

Enhancing Investigation and Case Management Practices

Consumers mentioned failures in how complaints are investigated, including misunderstanding core issues, ignoring evidence provided, and failing to properly examine the facts

"My complaint was passed to Transport Focus and no handled by the Rail Ombudsman as I had expected"

Simple case

"They would only consider my complaint if I could evidence it in full. Theres no point in raising a complaint if it needs this as anything evidence based the rail company resolve themselves..."

Simple case

"Failed to grasp the issues. Made no attempt to challenge or push the Rail Company on their response. Was prepared to accept the implausible response by the Rail Company."

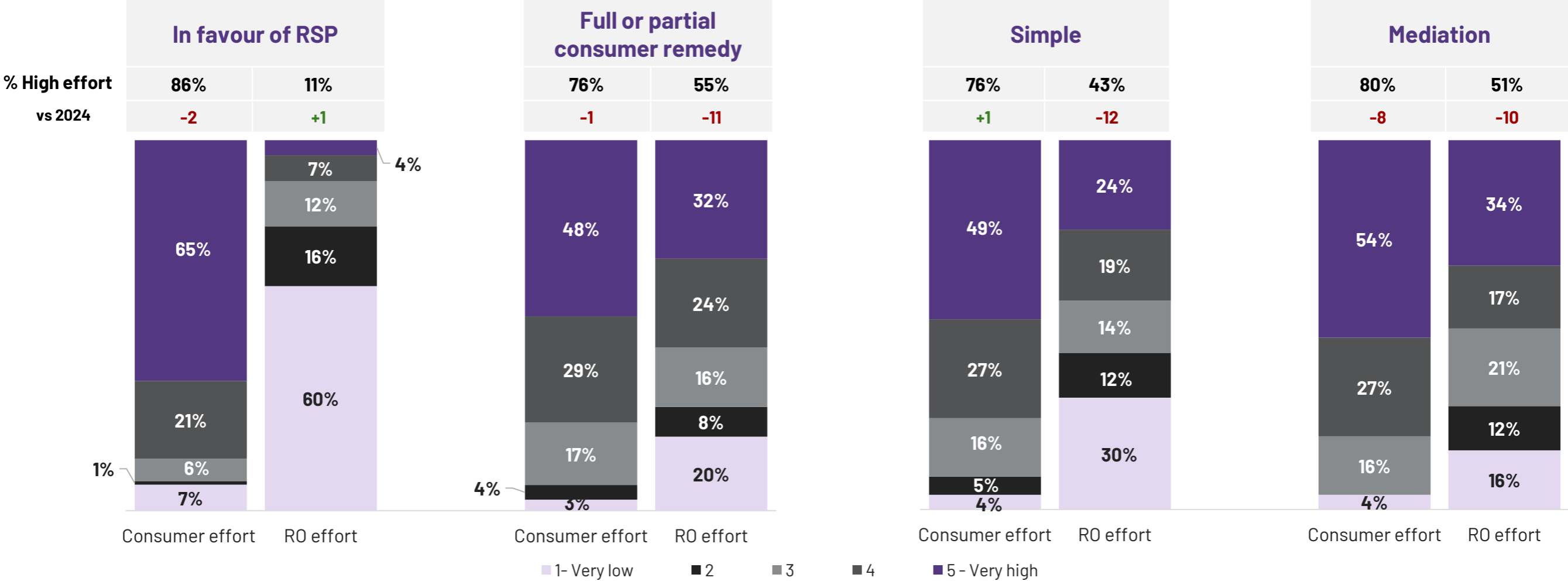
Complex case

***Note: This analysis has been carried out using an Ipsos in-house AI tool, and corroborated with human analysis**

02b. Why did you rate your experience of the Rail Ombudsman poorly? Base: 387

A variation in perceived levels of effort put in by the consumer and the RO across different case outcomes compared to previous years.

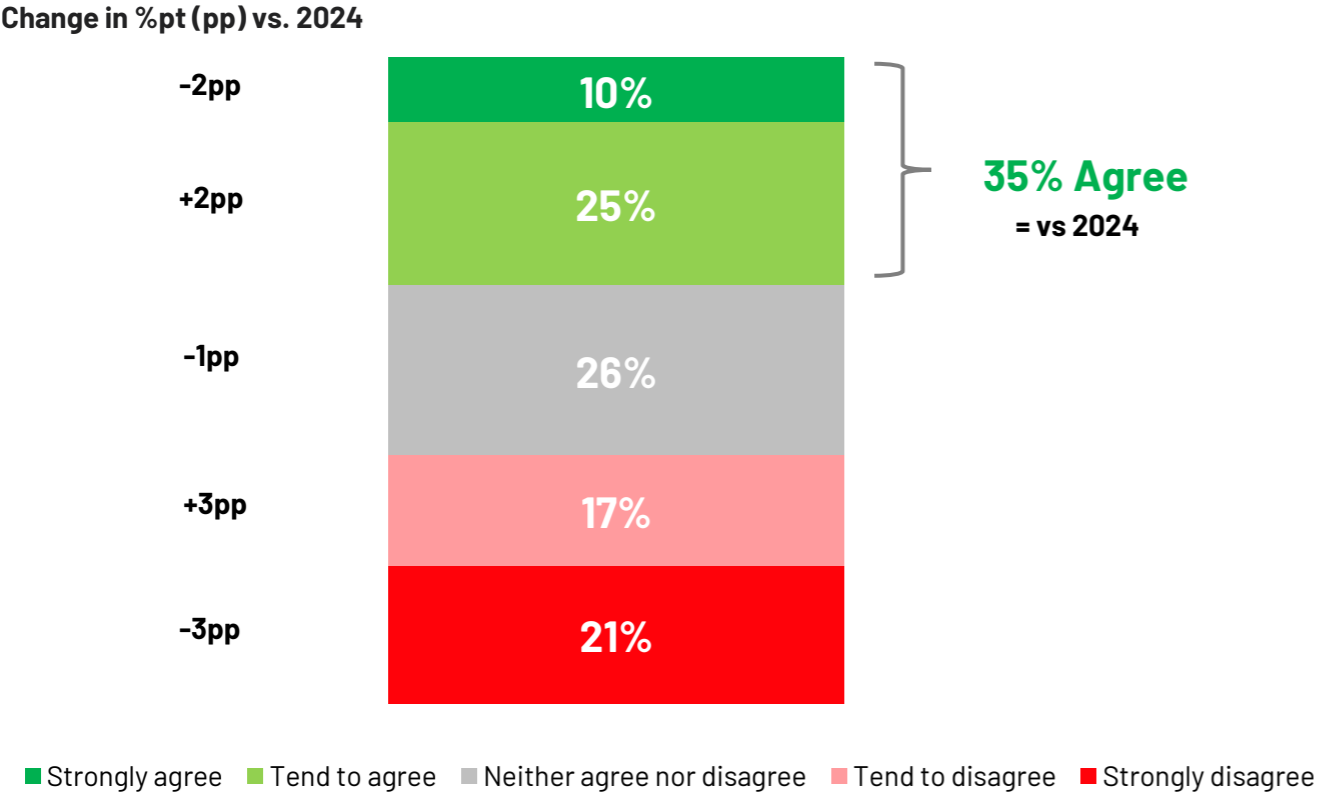
Key Takeout: there is a mismatch between the level of effort the consumer perceives they have put in vs. the level of effort they believe the RO has put in.



Q19. How much effort would you say that the Rail Ombudsman put in to try and resolve your complaint? Base: 398
 Q21. How much effort did you personally have to put in to resolve your complaint? Base: 430

A third of Rail consumers agree that the Rail Ombudsman is well signposted, the same as in 2024.

The Rail Ombudsman was well signposted by the Rail Service Provider...



Point at which Rail Consumers were told about the Rail Ombudsman

44% +5pp vs 2024

When the complaint needed escalating beyond the Rail Operator

9% +2pp vs 2024

Told about the Rail Ombudsman when first complained to the Rail Operator

20% +2pp vs 2024

During the complaints process

31% -8pp vs 2024

It wasn't signposted

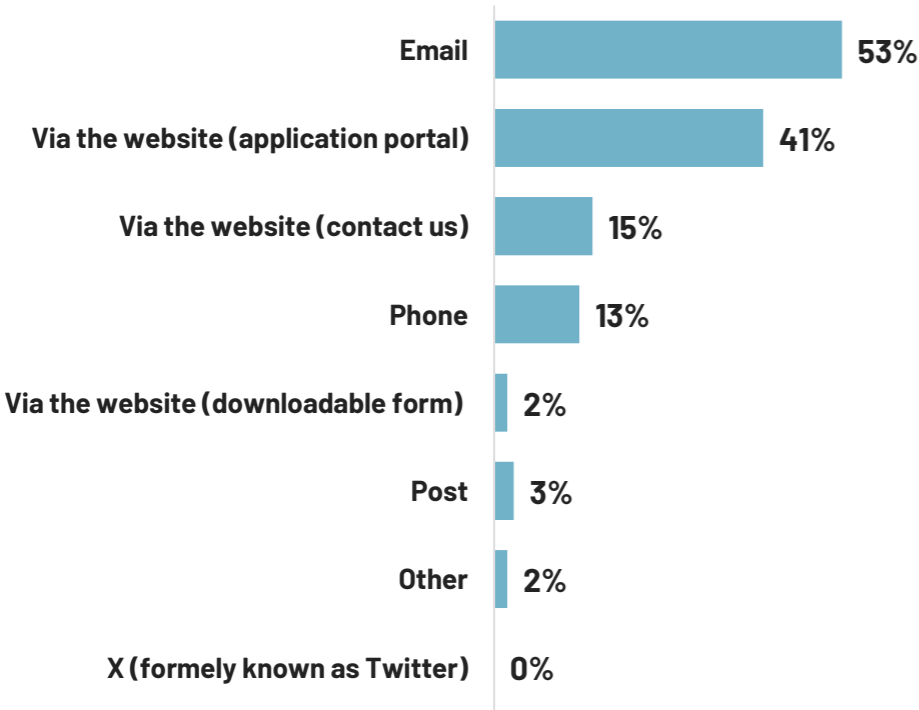
Q6. How strongly do you agree or disagree that the Rail Ombudsman was well signposted by the Rail Service Provider? Base: All responding (677)
 Q7. At what point were you told about the Rail Ombudsman during the complaint process with the Rail Service Provider? Base: All responding (626)



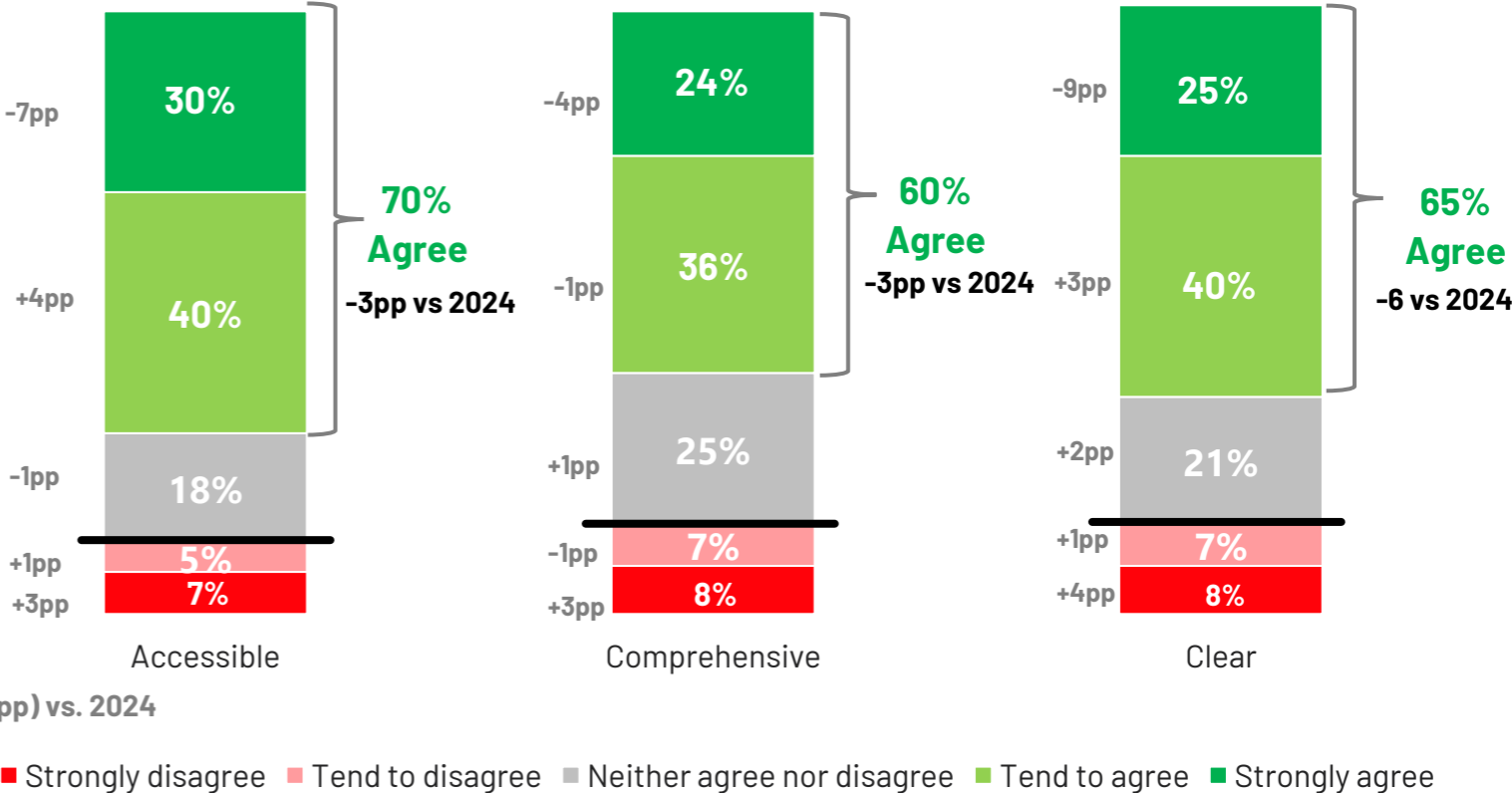
Over half of consumers first contact the RO through the website, with many finding the complaint form accessible, comprehensive, and clear.

58% say they contact the RO via website...

-4% pp vs 2024



The complaint form was...



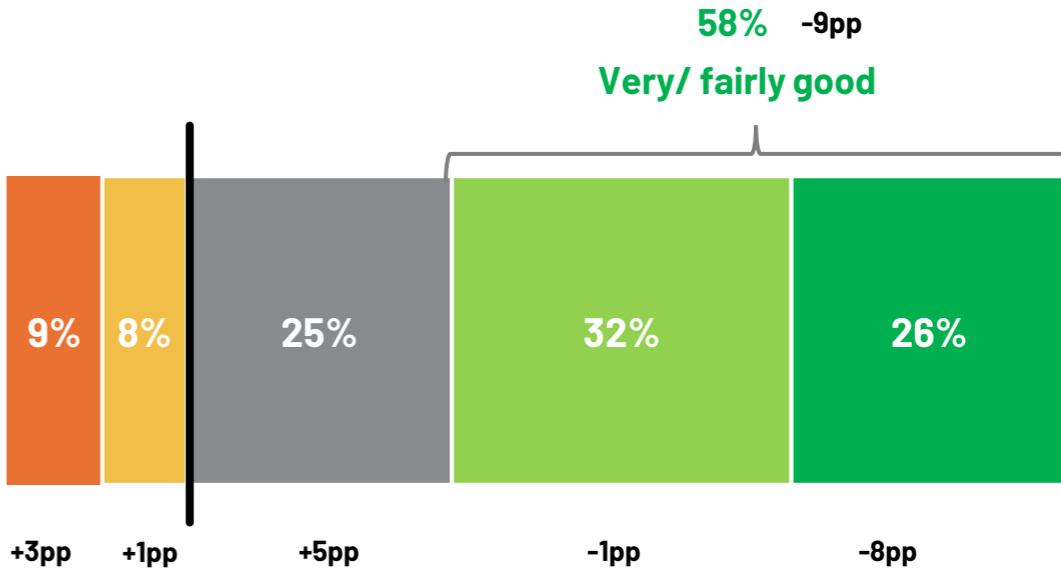
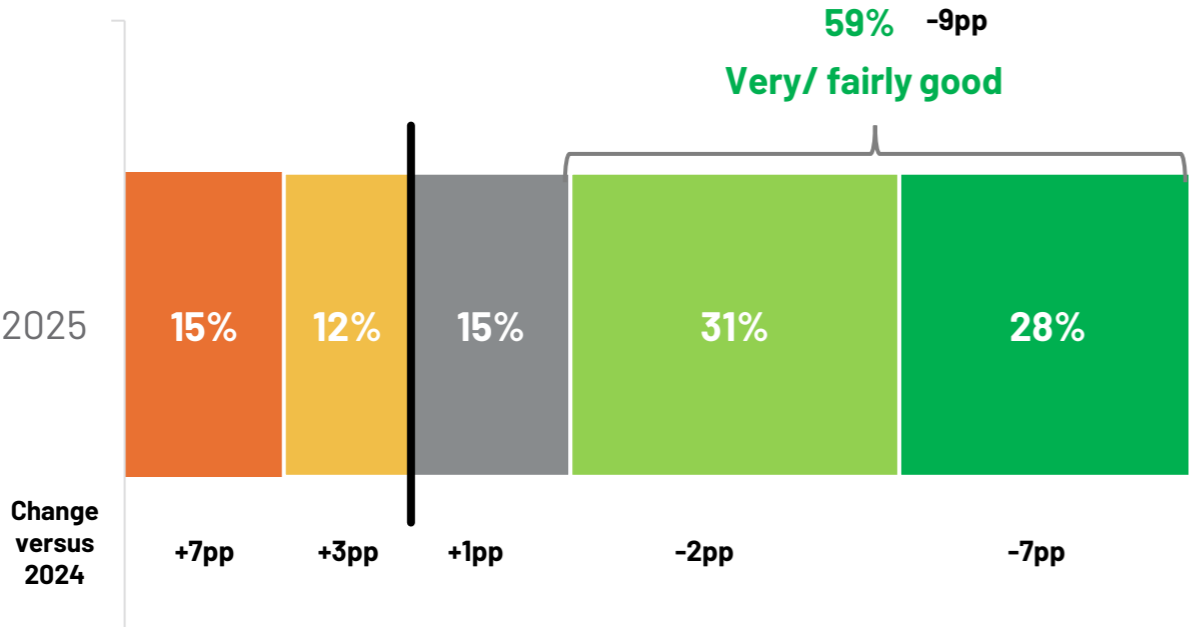
08. Which of the following methods did you use to contact or make a complaint with the Rail Ombudsman? Base: Cases dealt with by the Rail Ombudsman (434)

09. To what extent do you agree or disagree that the initial complaint form was... Base: Cases dealt with by the Rail Ombudsman (423-401)

Close to 6 in 10 consumers are pleased with speed of initial response and range of contact methods.

Speed with which the Rail Consumer received an initial response

The different ways to contact the Rail Ombudsman about the complaint

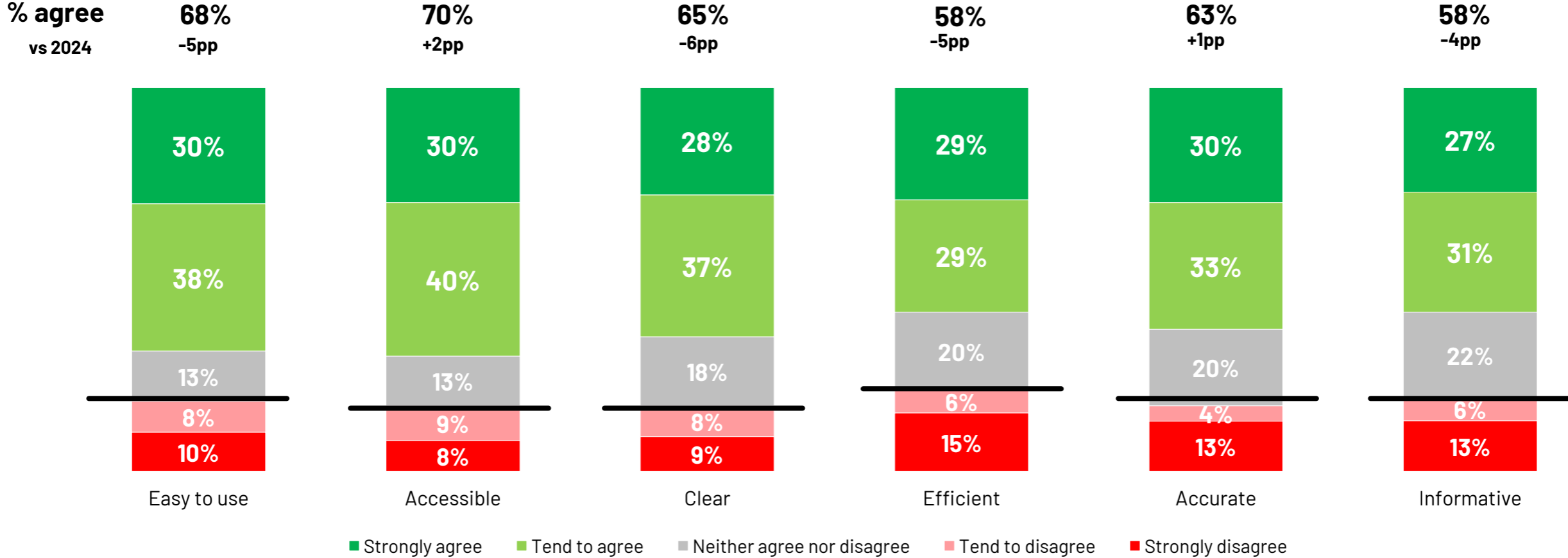


Very poor Fairly poor Neither good nor poor Fairly good Very good

Q10. How would you rate the following aspects of your initial contact with the Rail Ombudsman? Base: Cases dealt with by the Rail Ombudsman (431); The different ways to contact the RO, Base (412), Speed (428)

Compared to last year, scores for the accessibility and accuracy of the application portal are relatively stable.

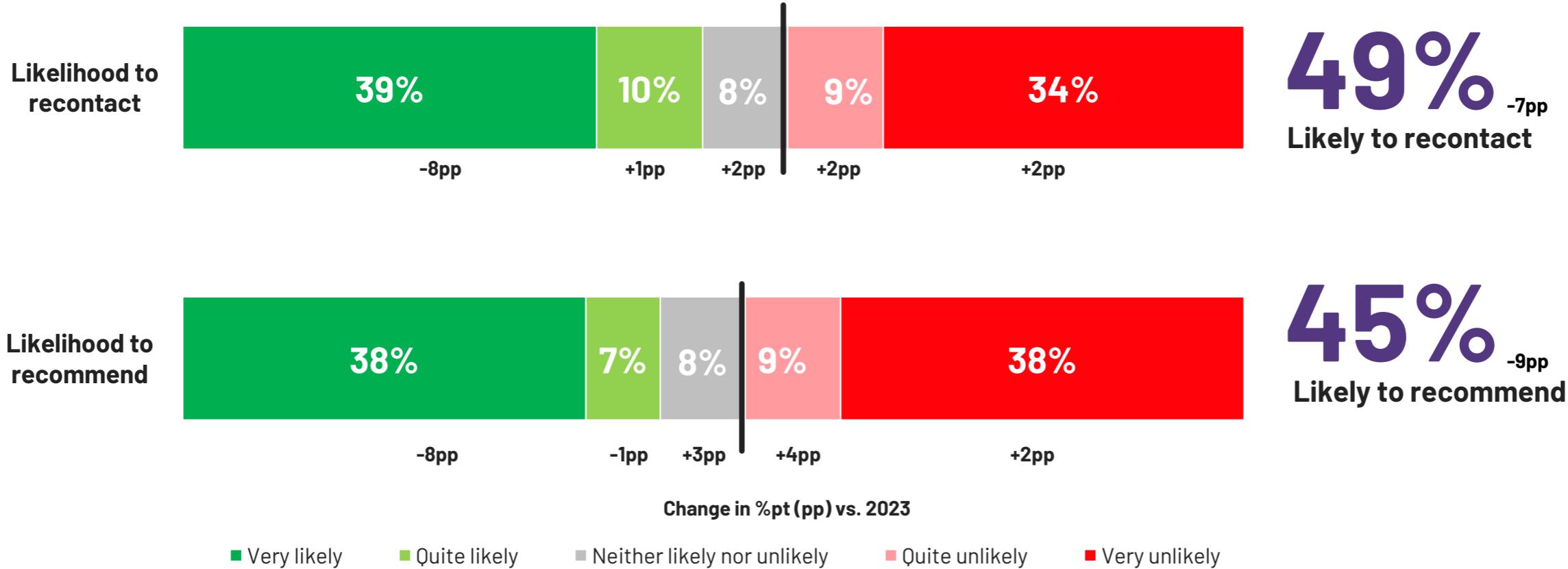
The application portal was...



Q17. To what extent do you agree or disagree that the online application portal is..... Base: Online Application Portal (180)

Nearly half of consumers are likely to recontact the Rail Ombudsman if they had another complaint and a similar proportion would recommend the service.

Based on the experience...



Q22. Based on your recent experience, how likely or unlikely are you to contact the Rail Ombudsman again if you had another complaint? Base: Cases dealt with by the Rail Ombudsman (421).

Q23. Based on your recent experience, how likely or unlikely are you to recommend the Rail Ombudsman to someone who has a complaint? Base: Cases dealt with by the Rail Ombudsman (426)

The survey demographic skewed towards older, higher educated, wealthier consumers.

Gender, Age, Ethnicity, and Education



60% male
+1 vs. 2024

59%

Over 55
= vs. 2024



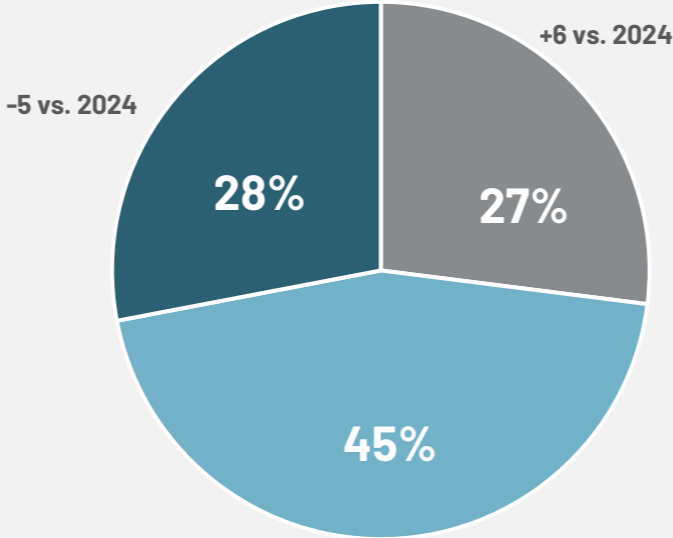
75% have completed higher education
+1 vs. 2024

92%

White
NB: very similar to last year (of those who shared ethnicity information)

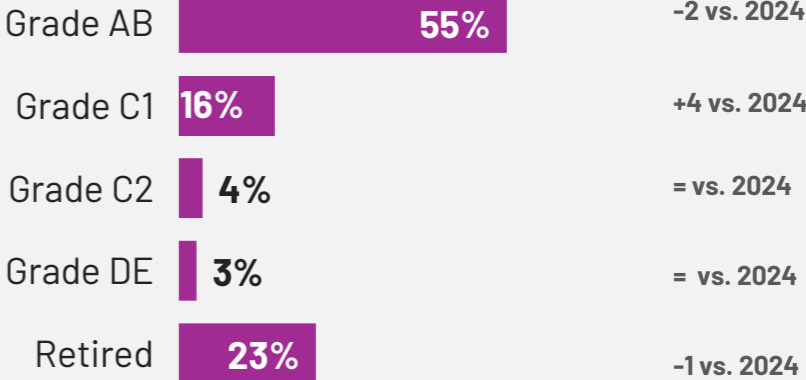
Employment and Household Income

Total household income

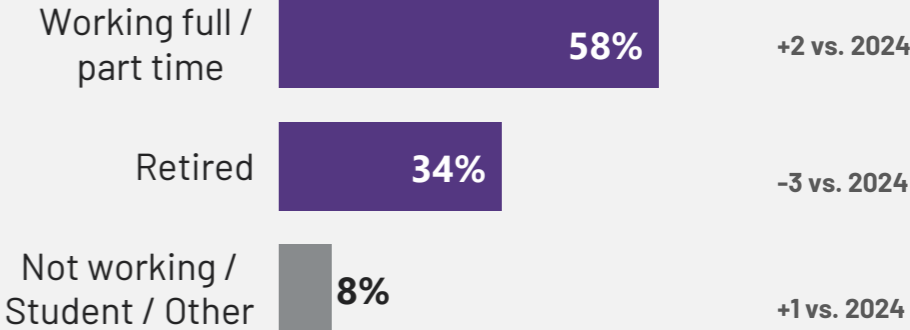


- Up to £29,999
- £30,000 - £74,999
- £75,000+

Social grade



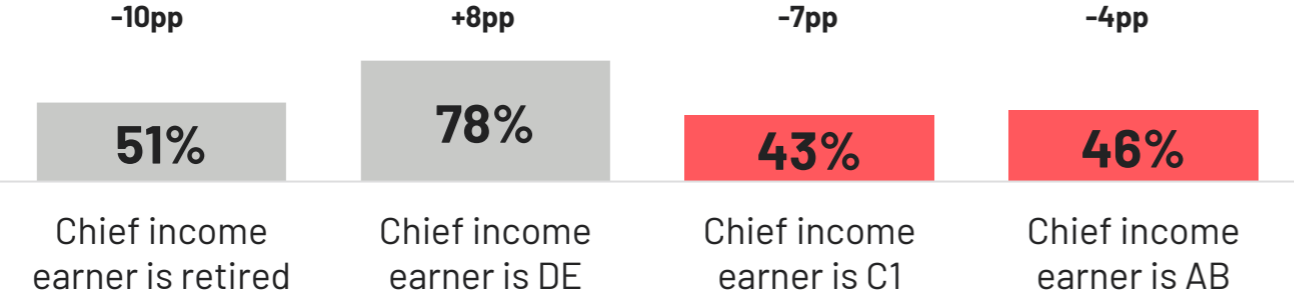
Employment status



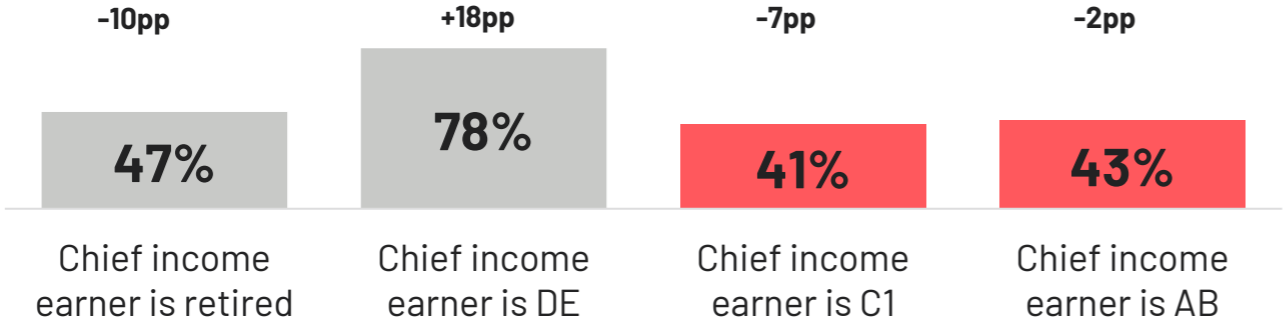
Note: Social grade classification: AB: Higher/Intermediate managerial/Admin/Professional; C1: Supervisor/Junior/Administrative; C2: Skilled manual occupations; DE: Semiskilled/ Unskilled/Unemployed. Base: Cases dealt with the Ombudsman(434)

Middle class complainants have a more critical view of the Rail Ombudsman, potentially due to higher usage and expectations of rail travel.

% agree or strongly agree the RO is fair



% agree or strongly agree the RO is balanced



Why could AB and C1 households be scoring the complainant process lower?

AB and C1 households may be regular users of, and high spenders on, rail travel. This sense of 'high investment' (of time, money and emotion) could raise expectations of fair and swift processes and outcomes when complaints arise.

Change in %pt (pp) vs. 2024

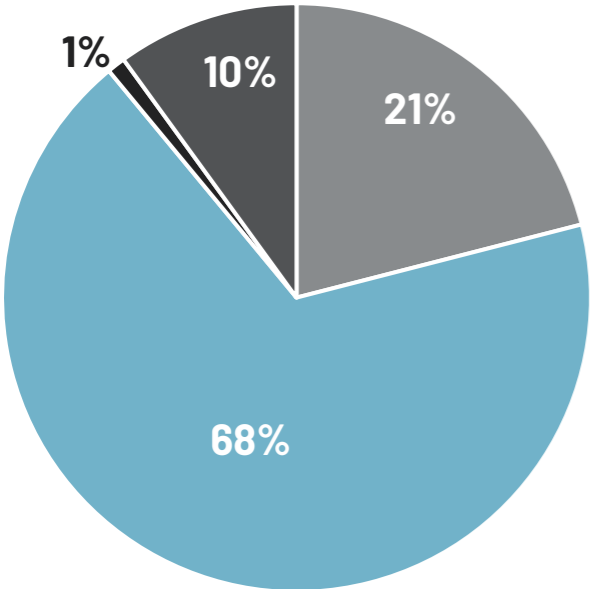
Q4. Taking into account your overall experience, how strongly do you agree or disagree that the Rail Ombudsman is... Base: Cases dealt with by the Rail Ombudsman (2025: 422).

Note: Social grade classification: AB: Higher/Intermediate managerial/Admin/Professional; C1: Supervisor/Junior/Administrative; C2: Skilled manual occupations; DE: Semiskilled/Unskilled/Unemployed. Base: Cases dealt with the Ombudsman (AB: 180, C1: 56, DE: 8, Retired: 77.)

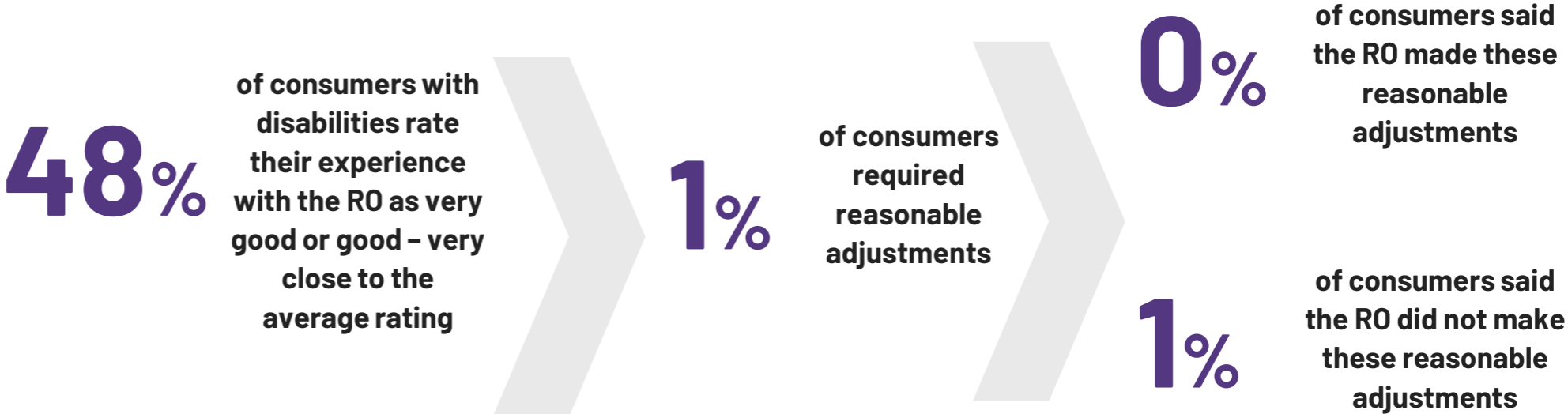
The Rail Ombudsman is perceived similarly among those with a disability and those without.

One in six consumers have a disability and the majority do not require reasonable adjustments, the small number who did said that adjustments were not made

Physical or mental health conditions or illnesses



■ Yes ■ No ■ Don't Know ■ Prefer not to say



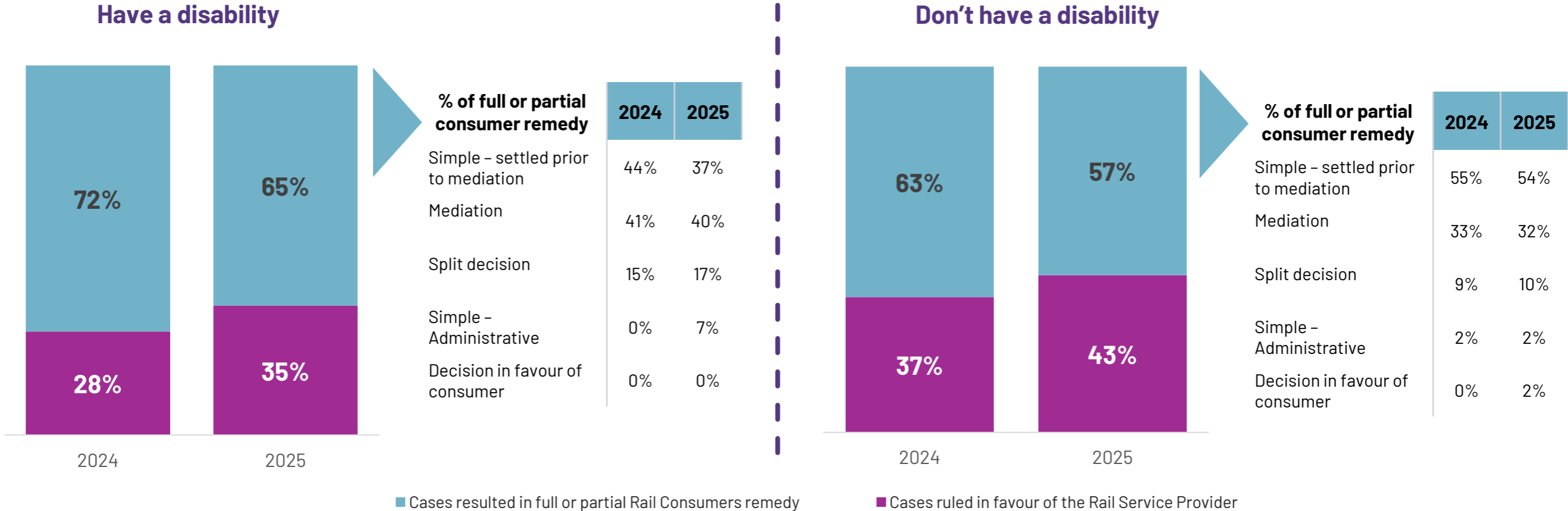
032. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? Base: Cases dealt with by the Rail Ombudsman (434)

01. Taking everything into consideration how would you rate your overall experience with the Rail Ombudsman? Base: All who have a disability (92)

034. Have you ever needed reasonable adjustments to take account of your disability needs when accessing the Rail Ombudsman's services? Base: All who have a disability (92)

035: Were these adjustments made? Base: all who needed reasonable adjustment (6 : 0 said adjustments were made, 6 said adjustments were not made)

Disabled consumers have fewer 'Simple - settled prior to mediation' cases this year, an outcome associated with higher satisfaction.

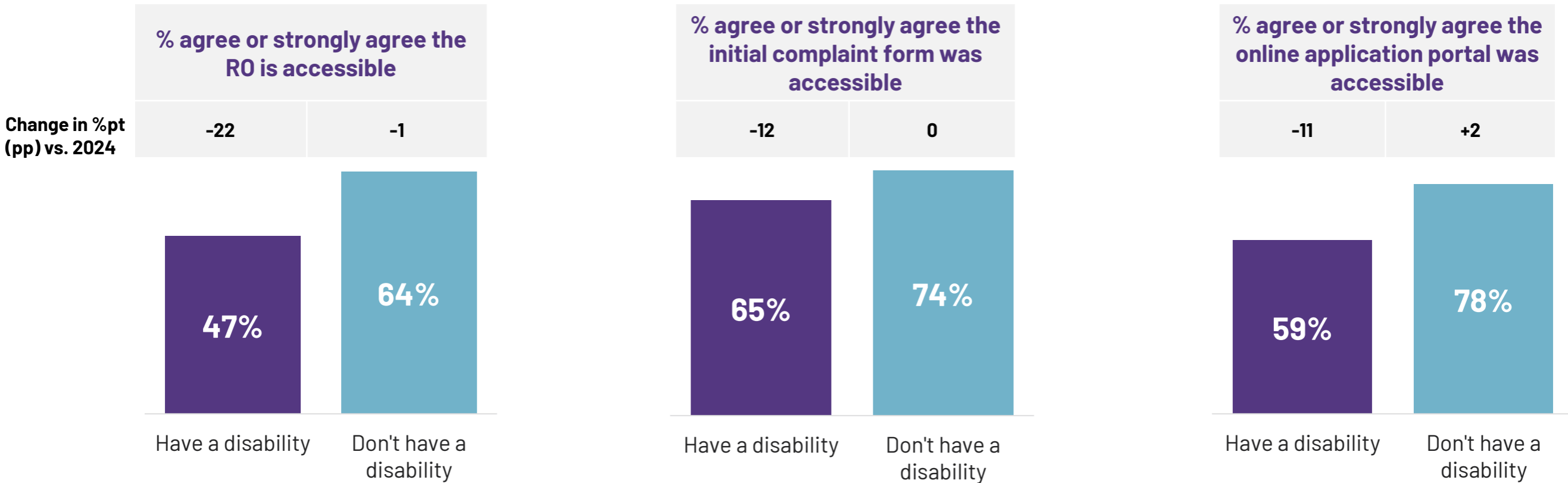


NOTE: The case outcome is strongly linked with satisfaction and so a change in the profile among cases dealt with will affect the total level results

Base: All respondents 2025 (732), 2024 (807); Base: Cases dealt by the Rail Ombudsman in 2025 (434), Cases dealt with by the Rail Ombudsman in 2024 (529).



Perceptions of accessibility amongst consumers that have disability are lower compared to consumers without a disability.



Q4. Taking into account your overall experience, how strongly do you agree or disagree that the Rail Ombudsman is... Base: Cases dealt with by the Rail Ombudsman (529); All who have a disability (92), All who do not have a disability (376)

Q9. To what extent do you agree or disagree that the initial complaint form was accessible (i.e. offered in a format which I could use, read and understand). Base: Cases dealt with by the Rail Ombudsman (529); All who have a disability (92), All who do not have a disability (376)

Q17. To what extent do you agree or disagree that the online application portal is accessible Base: all who used the website via the online/application portal to contact or make a complaint with the Rail Ombudsman (180); All who have a disability (35), All who do not have a disability (122)

Customer Comments: Accessibility

Those with a disability who feel the Rail Ombudsman is not accessible cite a range of reasons linked to understanding needs.

“The process was straightforward and non-bureaucratic, communications were first-rate.” **Simple case**

“Rail Ombudsman helped me resolve my issue (which the railway operator's customer support had previously discarded), they acted in a timely manner, and the whole process and the communication was fairly straightforward.” **Simple case**

“I didn't get the outcome I wanted. I felt the Ombudsman was on the rail company's side.” **Simple case**

“I found it difficult to work out how to provide evidence online, in the end I relied on the help of a third party.” **Complex case**

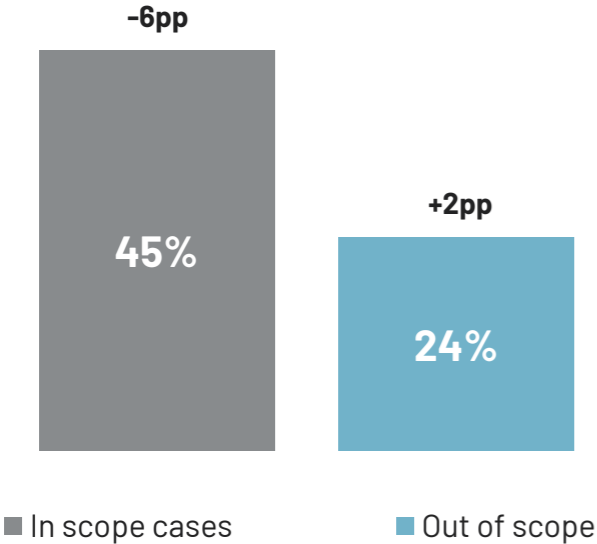
“Offered no advice as they said they only deal with rail travel, which my complaint wasn't.” **Simple case**

Q2a. Why did you rate your experience of the Rail Ombudsman positively? Base: all who have a disability (59) Q3. What can the Rail Ombudsman do differently? (87)
Q30. Can you tell us why you disagree that the Rail Ombudsman is accessible? Base: all who slightly disagree or strongly disagree that the Rail Ombudsman is accessible and have a disability (50)

Whilst Out of Scope consumers remain less satisfied overall, they are slightly more positive about their experience vs. 2024.

In addition to cases dealt with by the Rail Ombudsman, we also surveyed Rail Consumers whose cases were out of scope

Overall experience % good



Change in %pt (pp) vs. 2024

Why do you rate your experience positively?

"I rated my experience positively because the Rail Ombudsman handled my complaint fairly and professionally. They explained the process clearly, kept me informed of progress, and took my concerns seriously. I felt they were independent and impartial, and the outcome was explained well, which gave me confidence in the decision."

Out of Scope

Why do you rate your experience poorly?

"Initially would not investigate complaint despite deadlock letter. I had to re-apply. Slow process with little feedback. I was constantly asking for updates."

Out of Scope

Q1. Taking everything into consideration how would you rate your overall experience with the Rail Ombudsman? Base: Cases dealt with by the Rail Ombudsman (431), Out of scope (298)

Q2a. Why did you rate your experience of the Rail Ombudsman positively? Q2b. Why did you rate your experience of the Rail Ombudsman poorly?

THANK YOU

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ISO 20252 – is the international specific standard for market, opinion and social research, including insights and data analytics. Ipsos in the UK was the first company in the world to gain this accreditation.



MRS Company Partnership – By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self-regulation of the MRS Code; more than 350 companies have followed our lead.



ISO 9001 – International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



ISO 27001 – International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



The UK General Data Protection Regulation (UK GDPR) & the UK Data Protection Act 2018 (DPA) – Ipsos UK is required to comply with the UK General Data Protection Regulation and the UK Data Protection Act; it covers the processing of personal data and the protection of privacy.



HMG Cyber Essentials – A government backed and key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessment validated for certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



Fair Data – Ipsos UK is signed up as a 'Fair Data' Company by agreeing to adhere to twelve core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252

