

CTSI Activity Report, Schedule 5 – Rail Ombudsman – 2025

(a) the number of domestic disputes the ADR entity has received

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
14670	Split unknown	4238	141	2266	82

(b) the types of complaints to which the domestic disputes and cross-border disputes relate

Unresolved customer complaints about rail service providers.

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity

The drivers for disputes between consumers and rail service providers are published quarterly and commonly involve both complaints handling issues and source issues on the network (such as whether train services run on time and the operation of the delay repay process). This details the nature of In Scope and Out of Scope disputes.

The Rail Ombudsman has identified that irrespective of the overarching subject of a complaint (e.g. Train Service Performance, Complaint Handling) it is often the provision of information associated with these issues – what information was available and consumer understanding of it – that can be the focus of dispute resolution.

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices

The Rail Ombudsman makes recommendations where it deems it appropriate on a case-by-case basis and liaises with the industry, regulator and stakeholders to share

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learnings. The case studies published on our website include examples of recommendations made [here](#).

Additionally, 2025 saw the publication of our Annual Review 2024, containing key recommendations to the industry. We discussed recommendations at an individual operator level and at industry-wide forums. Rail service provider participation in the scheme's governance arrangements, namely the Scheme Member Panel, provides a further avenue for sector engagement on recommendations. Recommendations broach a range of themes, but clarity of information provided and consistency across the sector are helpful focus areas in mitigating the escalation of disputes.

(e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes

Total no. of disputes rejected	1991 (based on cases closed in 2025)
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	1211 (NB: this accounts for no attempt and not exhausting complaint procedure).	60.5
b) the dispute was frivolous or vexatious	7	0.5
c) the dispute had been previously considered by another ADR body or the court	66	3.5
d) the value fell below the monetary value	0	0
e) the consumer did not submit the disputes within the time period specified	11	0.5
f) dealing with the dispute would have impaired the operation of the ADR body	0	0
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc.	696	35

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(f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	0

Reasons for discontinuation:

N/A

(g) the average time taken to resolve domestic disputes and cross-border disputes

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	17 working days	17 working days
Average time taken to resolve disputes (from 'complete complaint file')	17 working days	17 working days
Total average time taken to resolve disputes		17 working days

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

100%

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

The Rail Ombudsman publishes comprehensive reports about the disputes received [here](#).