

Quarterly Statistical Report

Q1

Dates: 01/04/25 - 30/06/25



Contents

Definitions	1
Notes	1
Key Facts	2
1. New complaints referred to the Rail Ombudsman for assessment, by month	2
2. Complaint volume by Participating Rail Operating Company	3
3. Ombudsman referrals per 1000 complaints handled by Rail Operating Companies	4
4. Channel used by Rail Passengers to refer complaints to the Rail Ombudsman	5
5. Average time to close In Scope complaints in working days	5
6. Complaints examined by the Rail Ombudsman, by top level complaint category	6
7. Complaints examined by the Rail Ombudsman, by top level complaint category per 1000 complaints handled by Participating Rail Operating Companies	6
8. Complaints assessed by the Rail Ombudsman, by second level category	7-8
9. Volumes assessed as In Scope or Out of Scope	9
10. Complaint classifications by Participating Rail Operating Company	10
11. Complaints retained by the Rail Ombudsman or transferred to consumer advocacy bodies, by month	11
12. Out of Scope categories	11
13. Simple Resolution case outcomes	12
14. Complex Resolution case outcomes	12
15. Simple Resolution case outcomes by Participating Rail Operating Company	13
16. Complex Resolution case outcomes by Participating Rail Operating Company	14
17. Resolution types and volume	15
18. Award types and volume by Participating Rail Operating Company	16

Definitions

Rail Passenger	An individual who has undertaken, or has attempted to undertake, a journey on a scheduled rail service, and has purchased (or has had purchased on their behalf), or has attempted to purchase, a ticket for that journey.
Participating Rail Operating Company	A rail operating company which is part of the Rail Ombudsman scheme. The full list of Participating Rail Operating Companies is available here: www.railombudsman.org/about-us/Participating-service-providers/
In Scope	A complaint accepted as being eligible for the Rail Ombudsman scheme.
Out of Scope (Transferred)	A complaint that is outside the scope of the Rail Ombudsman scheme which is transferred to either Transport Focus or London TravelWatch.
Out of Scope (Ineligible)	A complaint which is deemed ineligible for the Rail Ombudsman scheme and also for Transport Focus and London TravelWatch. The majority of complaints found to be ineligible are caused by Rail Passengers approaching the Rail Ombudsman without a deadlock letter and before the end of the 40 working day period allowed to Rail Operating Companies to resolve their complaints.
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 Passenger and the Participating Rail Operating Company agree.
Adjudication	The process by which, in the event that a Simple Resolution and Mediation have been unsuccessful in reaching agreement between the Participating Rail Operating Company and the Rail Passenger, the Rail Ombudsman will investigate and make an impartial decision on the case.

Notes

All percentages shown within this report have been rounded up or down to the nearest whole number.

Passenger journeys delivered by Participating Rail Operating Companies vary in length and number. Unless specified, complaint volumes in this report have not been weighted to reflect this and should not be used as mechanisms for comparison.

Further information on Rail Operating Companies' passenger numbers and complaint volumes can be found on the Office of Rail and Road's data portal here: <https://dataportal.orr.gov.uk/>

Complaints evaluated / closed by the Rail Ombudsman during Quarter 1 include complaints raised in the previous quarter.

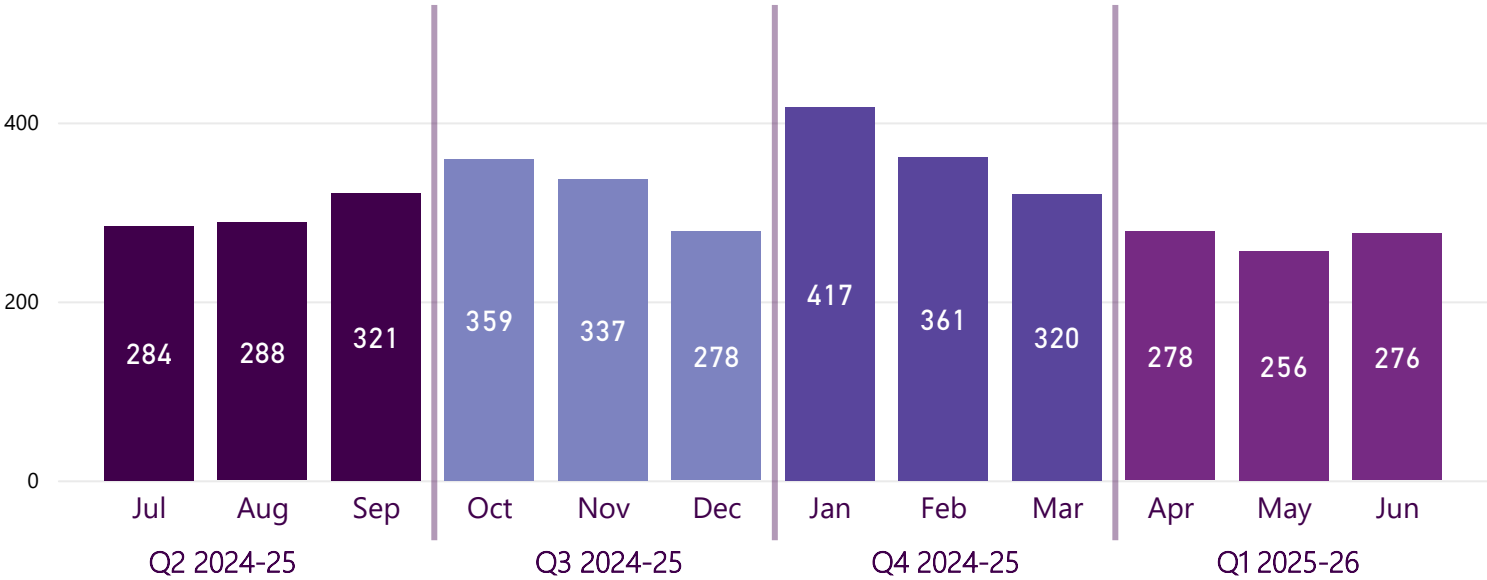
Outcomes should be considered in the context of the end-to-end dispute resolution process. Adjudication outcomes tend to be upheld in part or not upheld, because of the opportunities to resolve cases where a full remedy is due through Simple Resolution or Mediation

Quarter 1: Key Facts

	Q1 2025-26	vs Q4 2024-25	vs Q1 2024-25
New cases referred to the Rail Ombudsman	810	-35%	-7.3%
Cases evaluated by the Rail Ombudsman	914	-17.8%	-4.3%
% Cases found to be In Scope for the scheme	57%	-2 pp	-7 pp
% Cases referred to consumer advocacy bodies	23%	+14 pp	+16 pp
% Cases found to be Out of Scope: Ineligible	20%	-12 pp	-10 pp
Average financial award (where financial award secured)	£62.85	-36.2%	-28.8%

'Delay compensation schemes' is the largest complaint category accounting for 35% of complaints evaluated this quarter. 'Company policy' is in second place with 14% of complaints and 'Train service performance' is the 3rd largest category with 11% of complaints this quarter.

1. New complaints referred to the Rail Ombudsman for assessment, by month



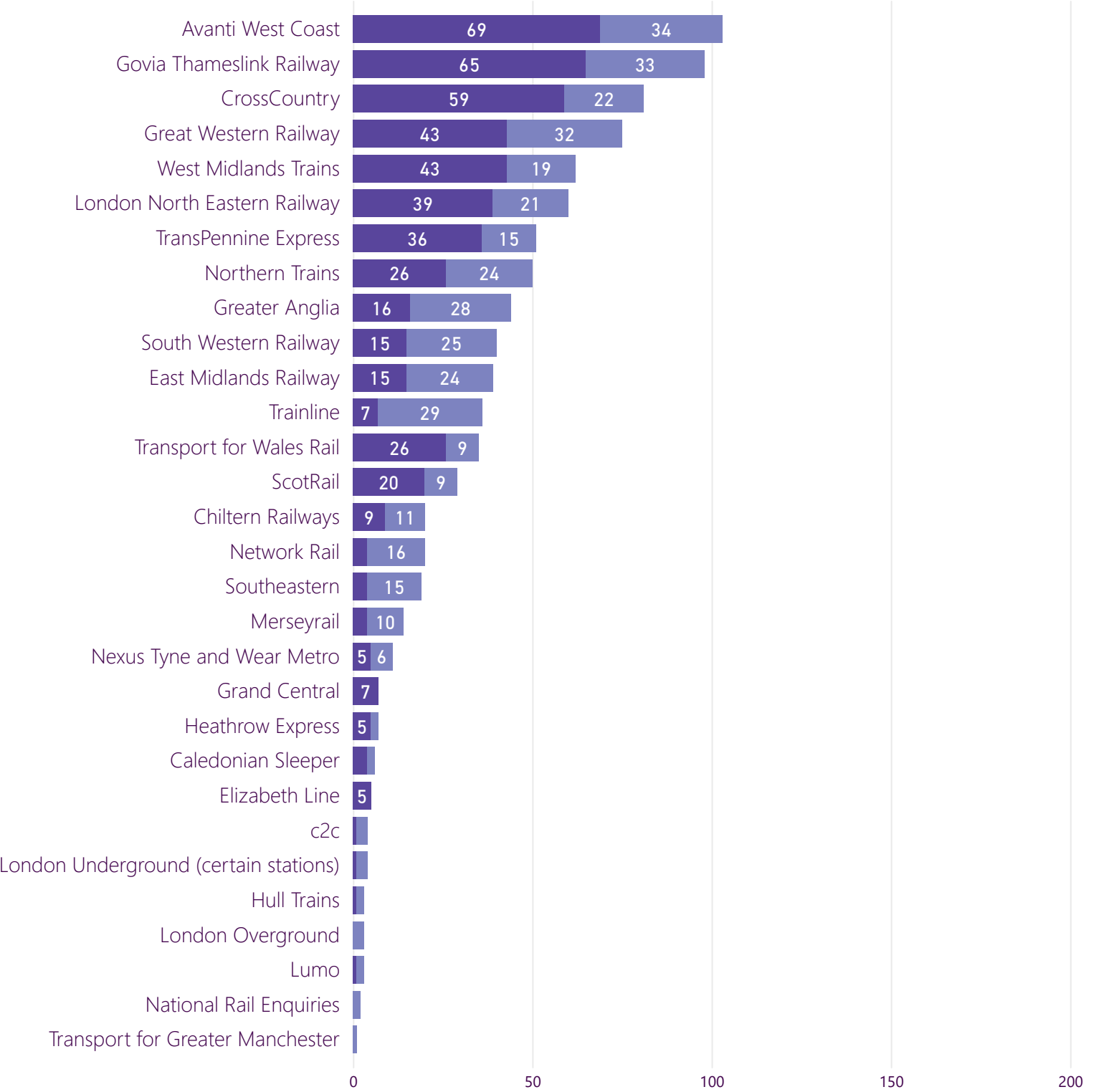
Total referred to the Rail Ombudsman in Quarter 1: 810

The above chart covers complaints referred to the Rail Ombudsman during Quarter 1 and includes both In Scope and Out of Scope complaints. Note: Outcomes of some of these will carry forward into the next Quarter.

2. Complaint volume by Participating Rail Operating Company

Volume of complaints assessed during Quarter 4 by Rail Operating Company.

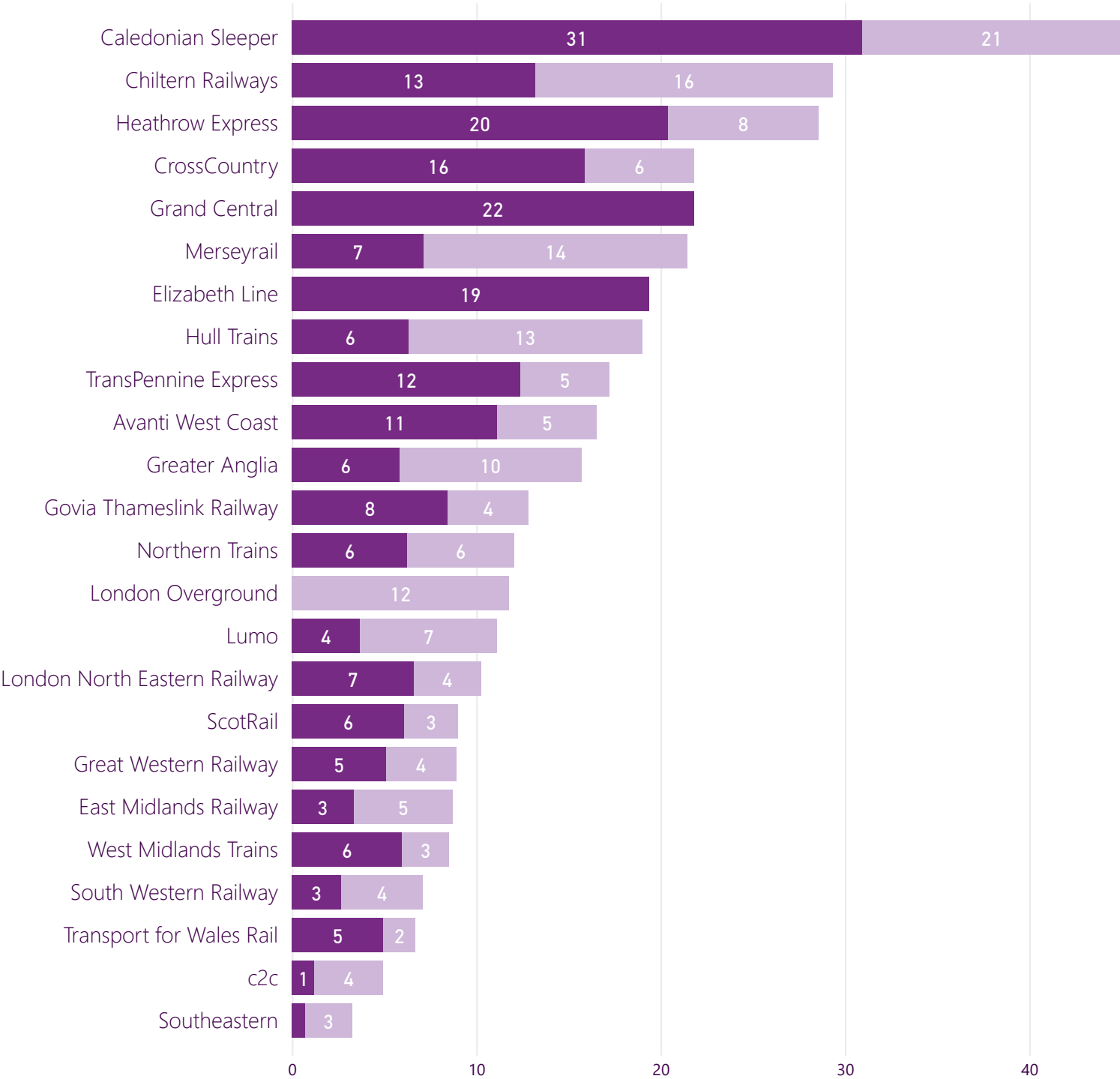
● In Scope ● Out of Scope



3. Ombudsman referrals per 1000 complaints handled by Rail Operating Companies

Volume of complaints assessed during Quarter 4 by Participating Rail Operating Company, normalised by Rail Operator complaints (scaled by 1000s for ease of reading).

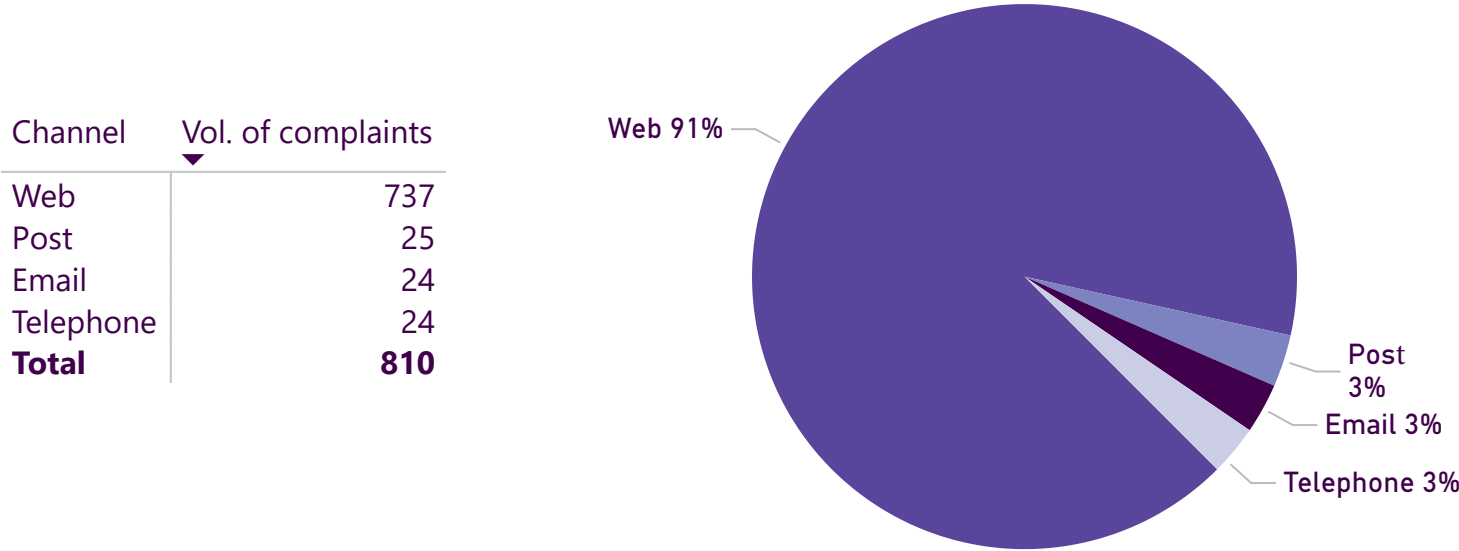
● In Scope ● Out of Scope



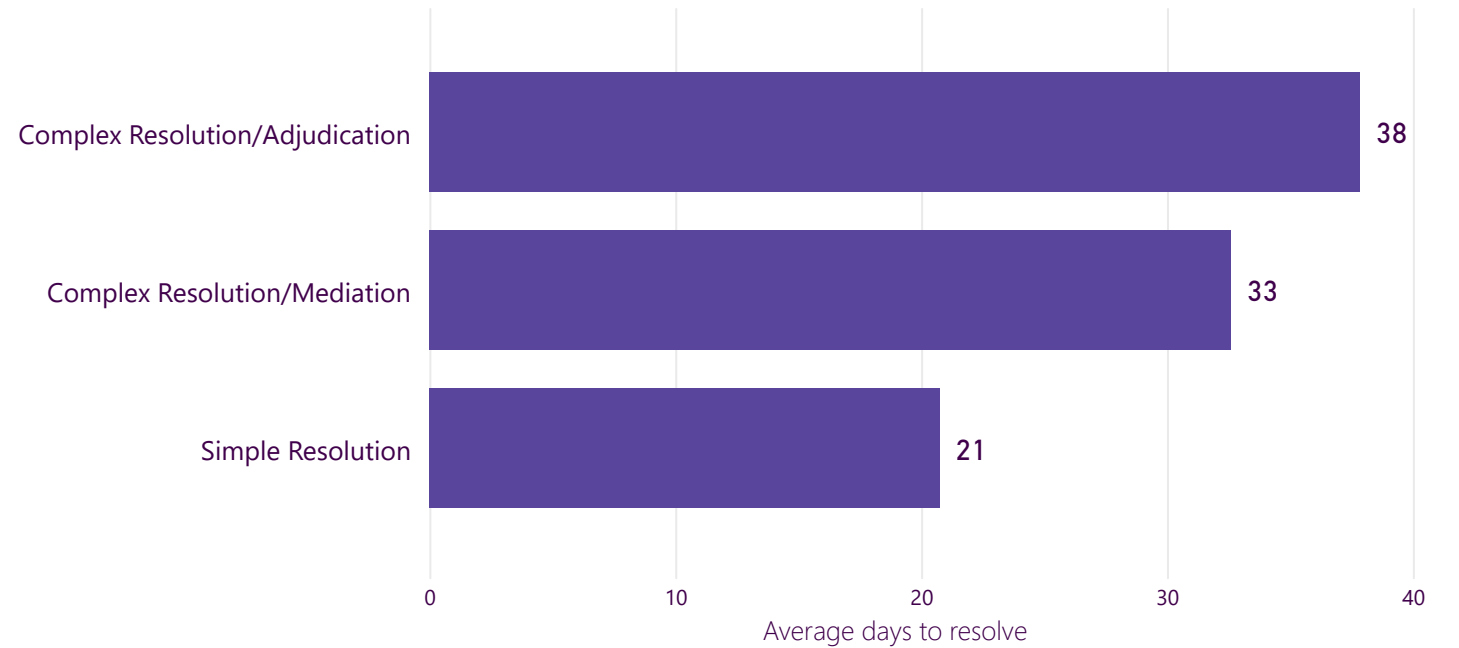
(Rail Operators' complaint volumes source: ORR)

4. Channel used by Rail Passengers to refer complaints to the Rail Ombudsman

The channel used by a Rail Passenger to refer a complaint (excluding contact relating to general enquiries, advice and signposting).



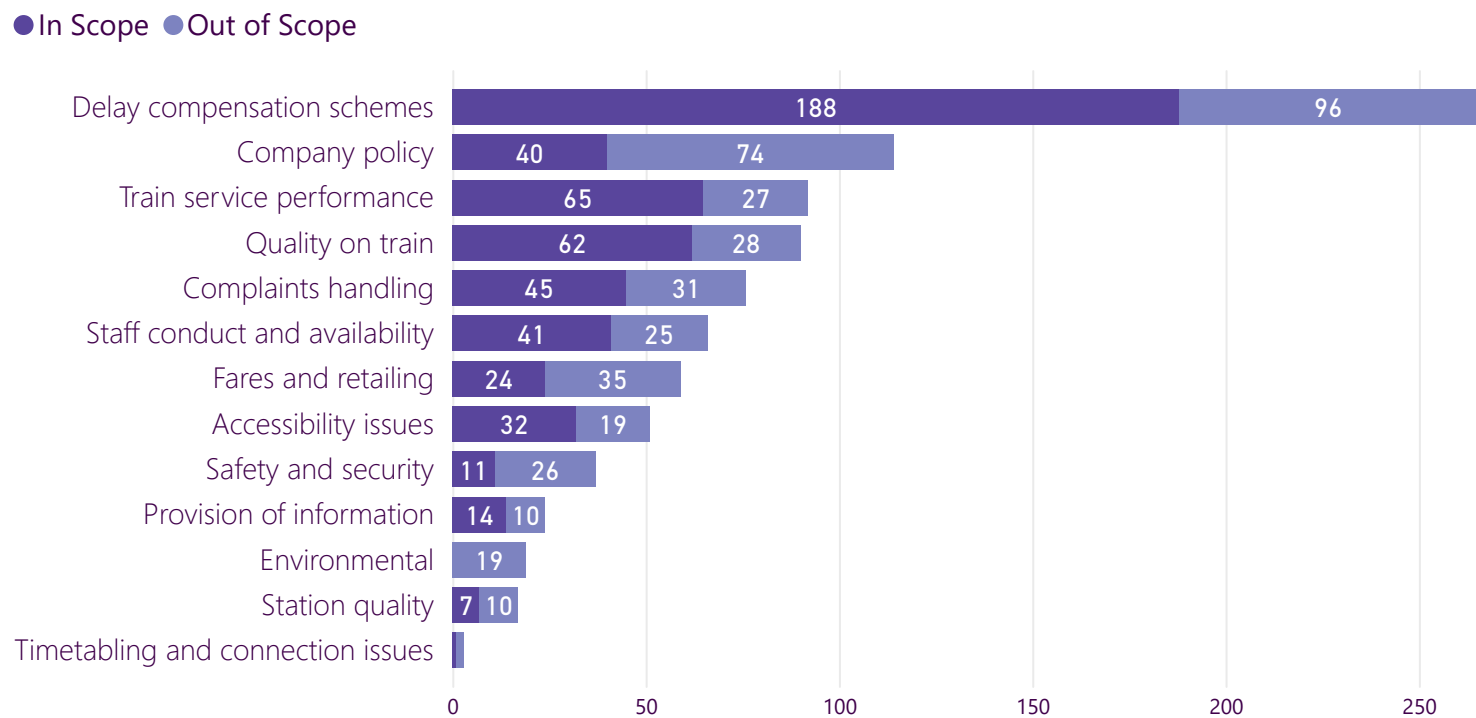
5. Average time to close In Scope complaints in working days



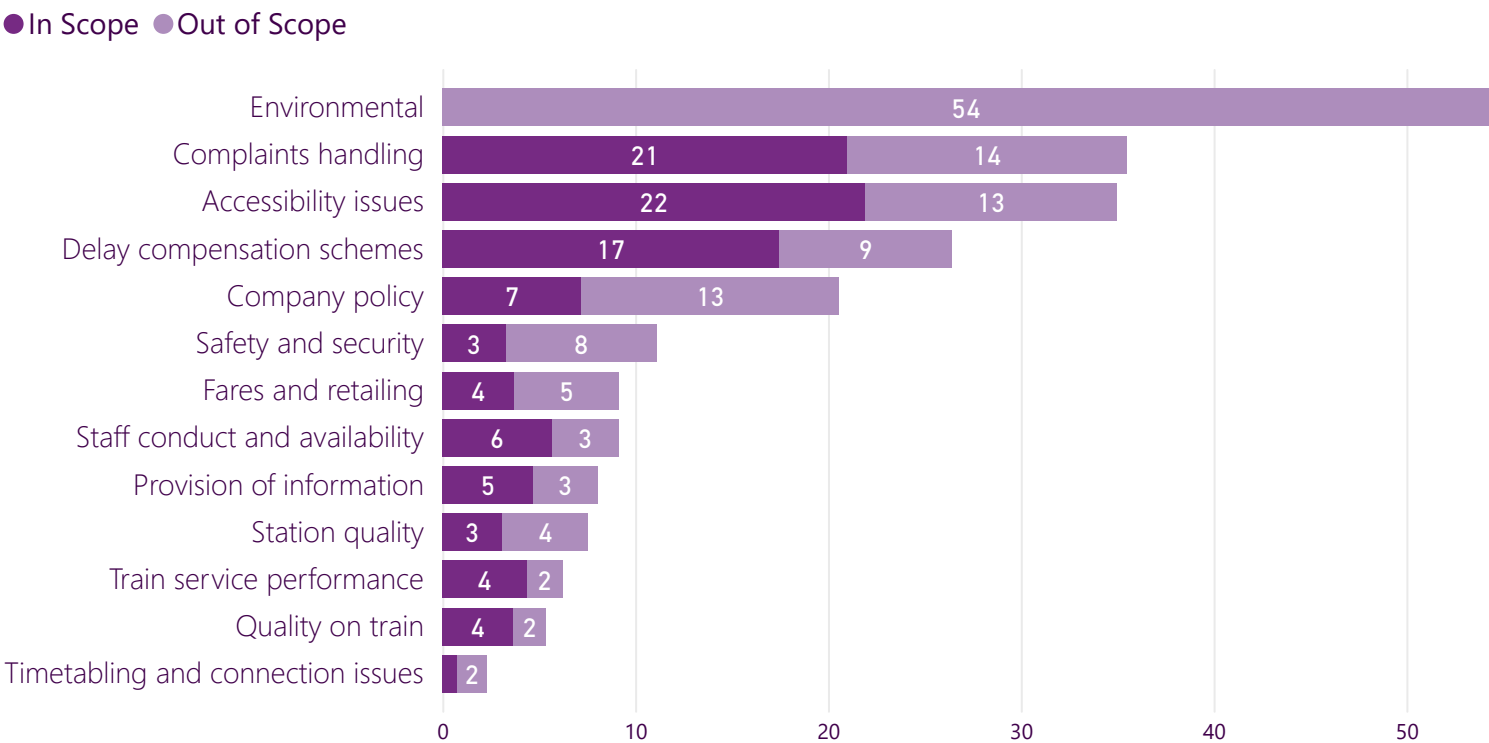
We work to resolve cases within 40 working days. However, extensions may be agreed by all parties in the event of exceptional circumstances or where additional evidence or independant advice is necessary for a decision to be made.



6. Complaints assessed by the Rail Ombudsman, by top level complaint category



7. Complaints assessed by the Rail Ombudsman, by top level complaint category per 1000 complaints handled by Participating Rail Operating Companies



Using the above chart it is possible to identify the complaint categories that most commonly resulted in escalations to the Rail Ombudsman. Data normalised by Q4 (Jan - Mar 2025) Industry data
<https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints/>

8. Complaints assessed by the Rail Ombudsman, by second level category

Top level category	Second level category	Vol. of complaints
Accessibility issues	Assistance booking process	3
Accessibility issues	Assistance staff	12
Accessibility issues	Booked assistance not provided at station	17
Accessibility issues	Booked assistance not provided on train	3
Accessibility issues	Disabled toilets at station/on train	1
Accessibility issues	Lack of disabled facilities at station/on train	3
Accessibility issues	Lack of information	1
Accessibility issues	Participating Rail Operating Company accessibility policy	3
Accessibility issues	Quality of service from Help Points (including requesting assistance)	1
Accessibility issues	The ease of being able to get on and off	1
Accessibility issues	Unbooked assistance not provided at station	2
Accessibility issues	Unbooked assistance not provided on train	1
Accessibility issues	Wheelchair space on train	3
Company policy	Onboard policy	1
Company policy	Ticketing and refunds policy	113
Complaints handling	Complaints not fully addressed/fulfilled by Participating Rail Operating Company	39
Complaints handling	No response from Participating Rail Operating Company	12
Complaints handling	Response time	13
Complaints handling	Staff member was impolite/unhelpful	3
Complaints handling	Unhappy at type/level of compensation	9
Delay compensation schemes	Compensation claim rejected	181
Delay compensation schemes	Compensation claims process	40
Delay compensation schemes	Level of compensation	44
Delay compensation schemes	Participating Rail Operating Company processing error	4
Delay compensation schemes	Speed of response	15
Environmental	General appearance of station	1
Environmental	Litter and contamination	2
Environmental	Noise pollution	10
Environmental	Overgrown vegetation	6
Fares and retailing	Smartcards	8
Fares and retailing	Ticket buying facilities	43
Fares and retailing	Ticketing and refunds policy	1
Fares and retailing	Value for money of ticket price	7

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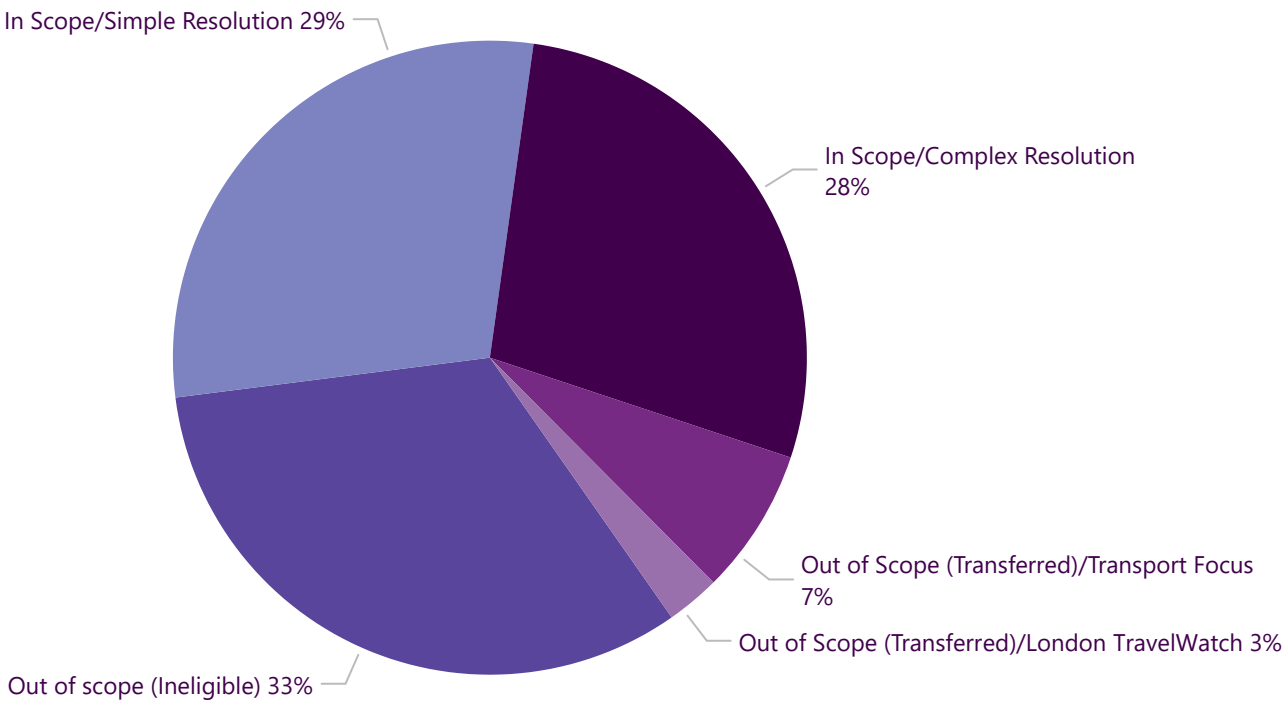
Top level category	Second level category	Vol. of complaints
Provision of information	Lack of information	1
Provision of information	Provision of information about train times/platforms	10
Provision of information	Provision of information on website or mobile apps	6
Provision of information	The provision of information during the journey	7
Quality on train	Cleanliness of train	7
Quality on train	Facilities onboard	32
Quality on train	Sufficient room for all passengers to sit/stand	35
Quality on train	The comfort of the seating area	2
Quality on train	The toilet facilities	7
Quality on train	Upkeep and repair of the train	6
Safety and security	Personal security onboard	22
Safety and security	Personal security whilst using station	14
Safety and security	The facilities and services	1
Staff conduct and availability	How request to station staff was handled	1
Staff conduct and availability	The attitudes and helpfulness of the staff at station	41
Staff conduct and availability	The helpfulness and attitude of other staff (not on train/not at station)	1
Staff conduct and availability	The helpfulness and attitude of staff on train	22
Station quality	Facilities for car parking	9
Station quality	The facilities and services	3
Station quality	The upkeep/repair of the station buildings/platforms	5
Timetabling and connection issues	Connections with other train services	2
Timetabling and connection issues	Timetabling	1
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	91

9. Volumes assessed as In Scope or Out of Scope

How we classified complaints that were closed by the Rail Ombudsman or deemed to be Out of Scope.

Classification Type	No. of complaints
Out of scope (Ineligible)	299
In Scope/Simple Resolution	267
In Scope/Complex Resolution	255
Out of Scope (Transferred)/Transport Focus	68
Out of Scope (Transferred)/London TravelWatch	25
Total	914

Of the 914 complaints assessed in Quarter 1, 57% (522 complaints) were In Scope, 43% (392) were deemed to be Out of Scope and Ineligible for the scheme (60% of which were due to no deadlock letter provided). 23% (93) were transferred to consumer advocacy bodies. See chart 12 on page 11 for Out of Scope reasons.

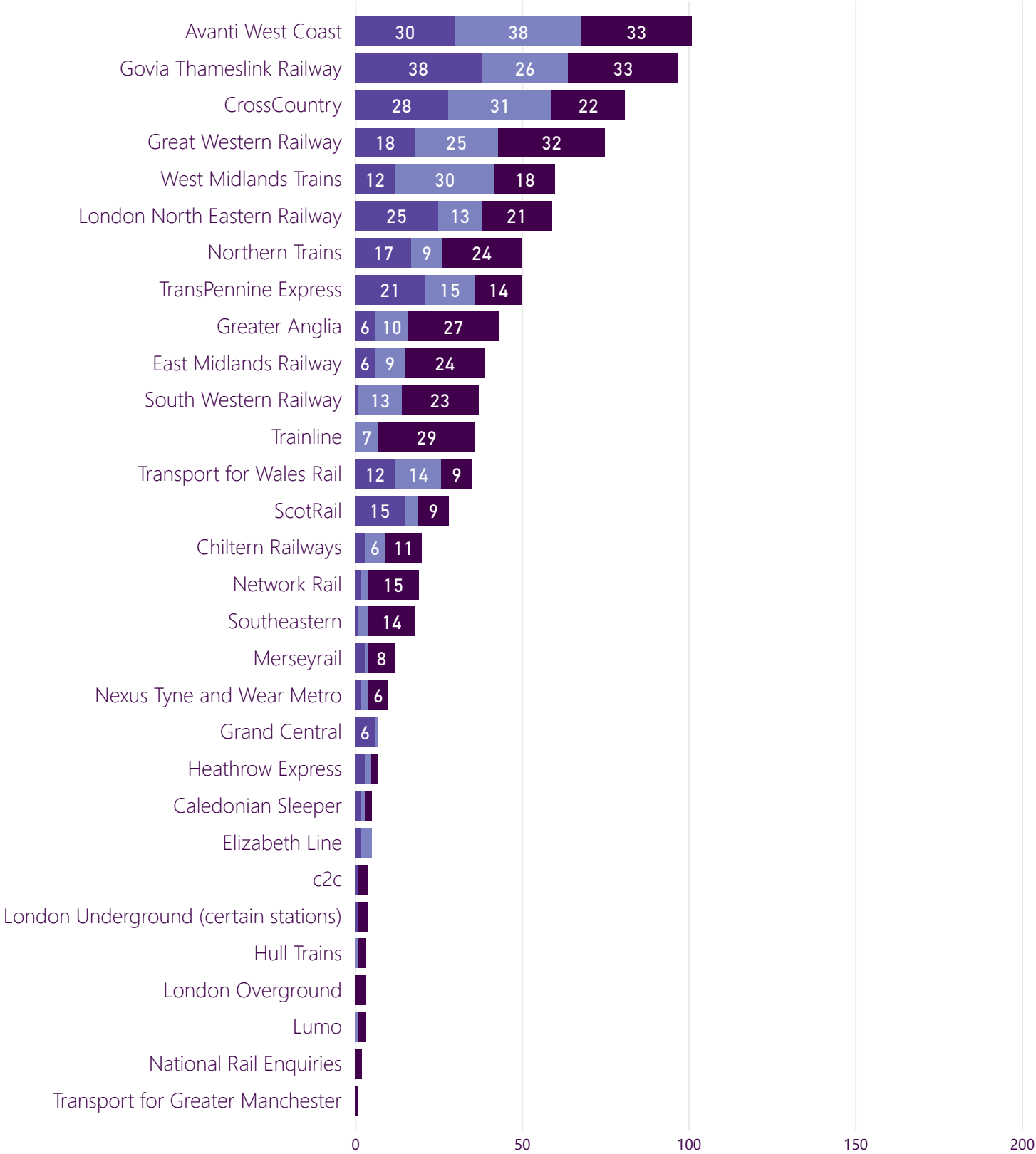


Note: Complaints assessed include complaints carried forward from the previous quarter as well as some of the new complaints referred to the Rail Ombudsman during this quarter.

10. Complaint classifications by Participating Rail Operating Company

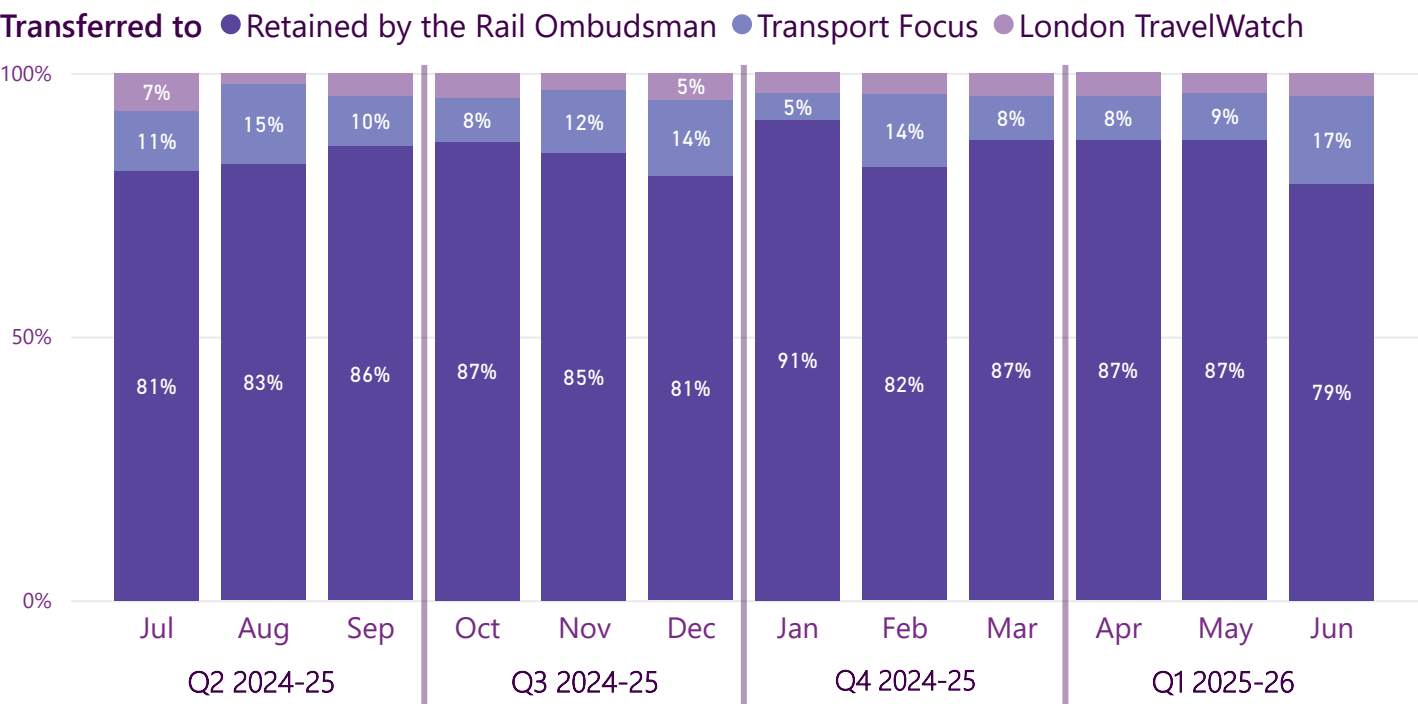
Complaints evaluated by the Rail Ombudsman during Quarter 3, by Participating Rail Operating Company.

● In Scope/Complex Resolution ● In Scope/Simple Resolution ● Out of Scope





11. Complaints retained by the Rail Ombudsman or transferred to consumer advocacy bodies, by month



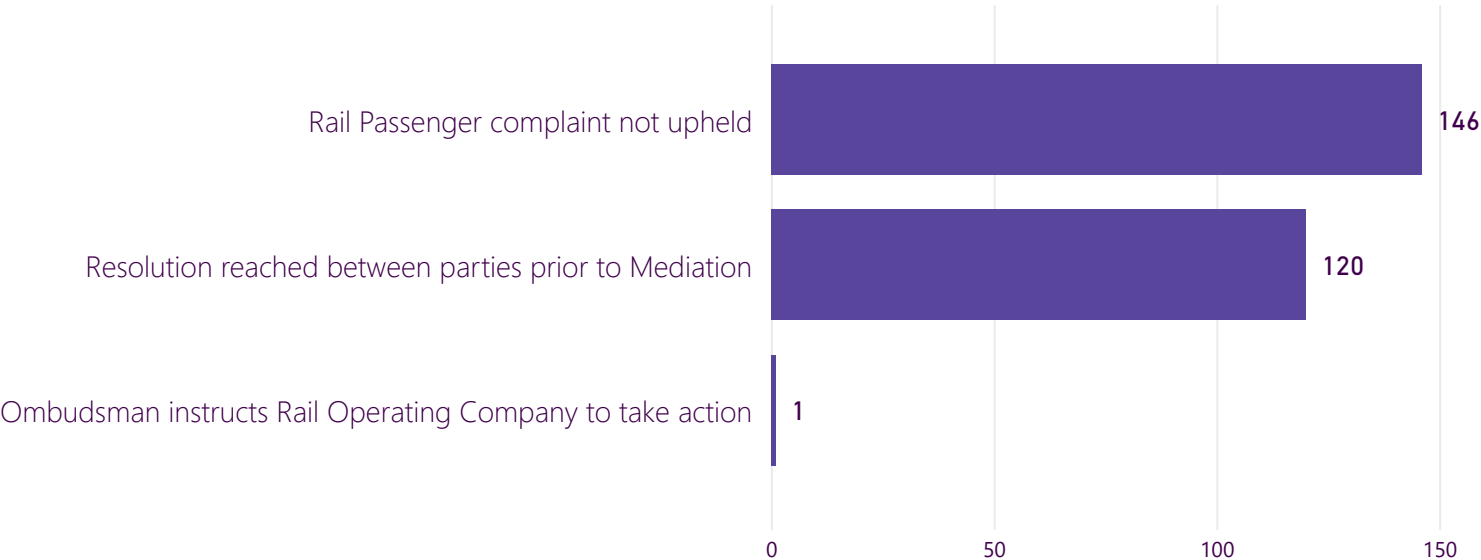
12. Out of Scope categories

Reasons complaints referred to the Rail Ombudsman were assessed to be Out of Scope.

Out of Scope category	Out of Scope (Ineligible)	Out of Scope (Transferred)	Total
No deadlock letter provided	236		236
Penalty fare appeals	4	44	48
Policy issues	5	40	45
Residential or lineside issues	18		18
Personal injury claim	12		12
Action being taken by alternative channel	8	3	11
Consumer withdrew	5		5
Criminal claims	4		4
Planned Improvements		4	4
Already settled	3		3
Incident date prior to Ombudsman launch	1	2	3
Parking charge notices	3		3
Total	299	93	392

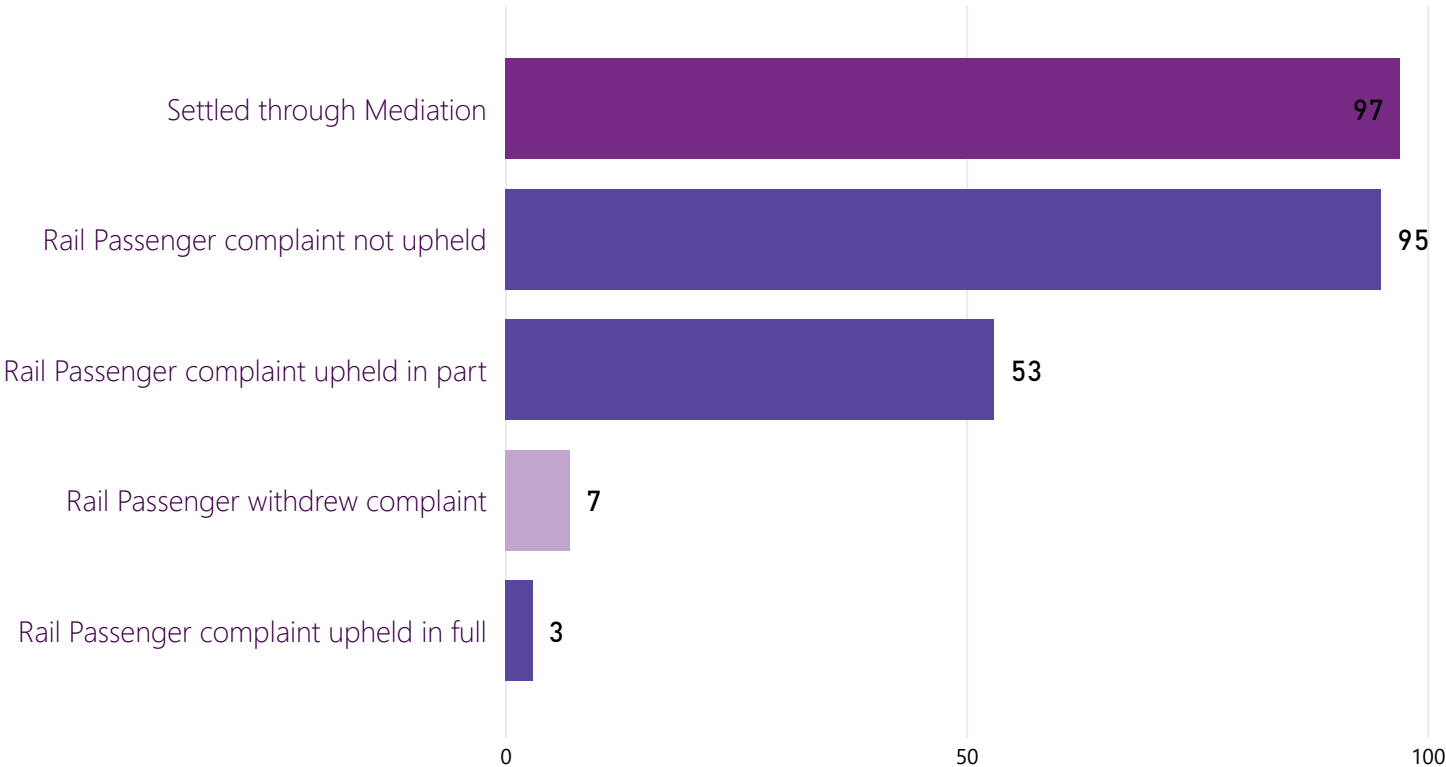
13. Simple Resolution case outcomes

Outcomes of closed Simple Resolution cases.



14. Complex Resolution case outcomes

Outcomes of closed Complex Resolution cases.



15. Simple Resolution case outcomes, by Participating Rail Operating Company

Outcomes of closed Simple Resolution cases by Participating Rail Operating Company.

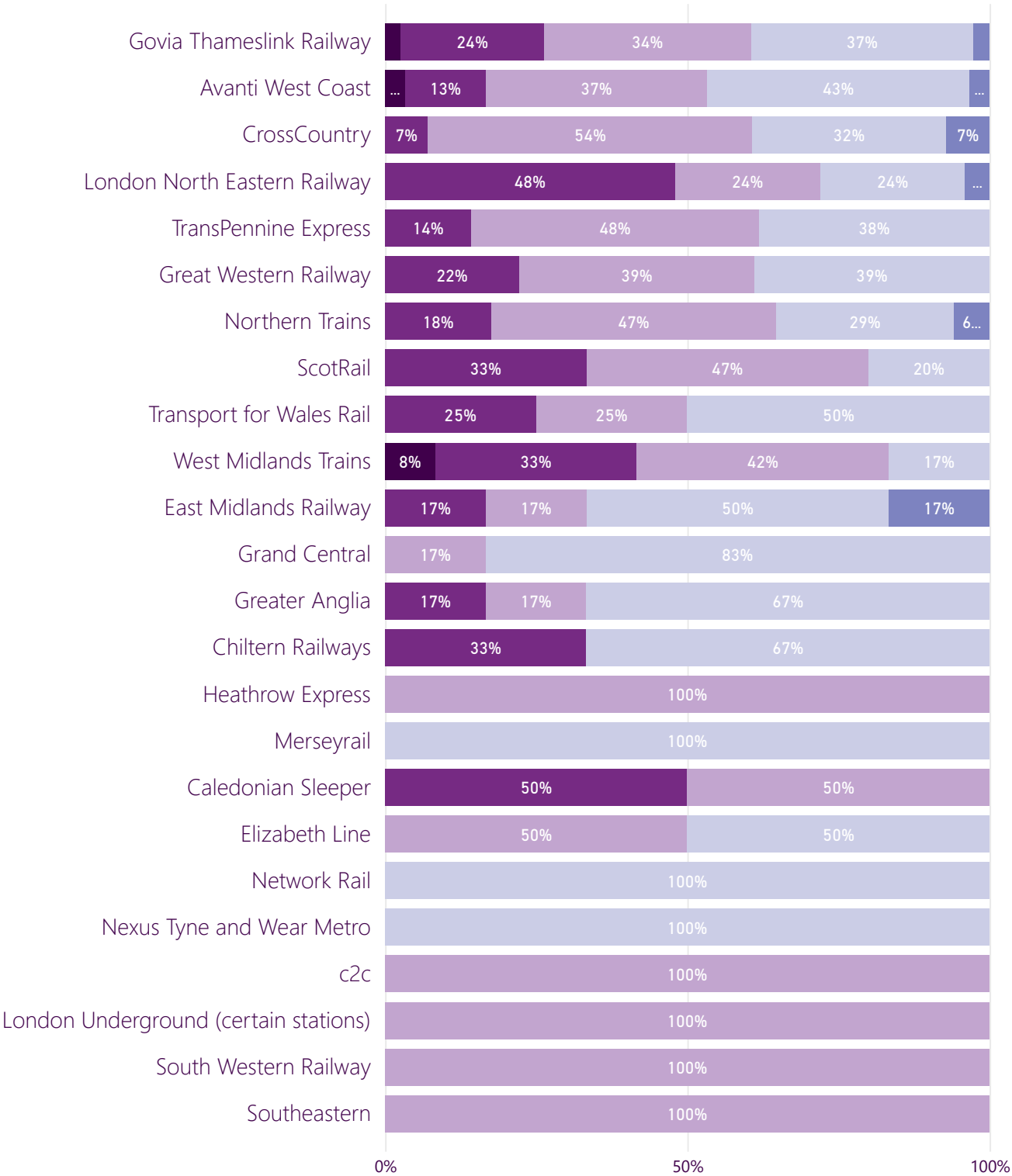
ServiceProvider	Ombudsman instructs Rail Operating Company to take action	Rail Passenger complaint not upheld	Resolution reached between parties prior to Mediation	Total ▼
Avanti West Coast	1	25	12	38
CrossCountry		14	17	31
West Midlands Trains		3	27	30
Govia Thameslink Railway		22	4	26
Great Western Railway		16	9	25
TransPennine Express		5	10	15
Transport for Wales Rail		10	4	14
London North Eastern Railway		8	5	13
South Western Railway		8	5	13
Greater Anglia		4	6	10
East Midlands Railway		2	7	9
Northern Trains		6	3	9
Trainline		3	4	7
Chiltern Railways		6		6
ScotRail		1	3	4
Elizabeth Line			3	3
Southeastern		3		3
Heathrow Express		2		2
Network Rail		2		2
Nexus Tyne and Wear Metro		2		2
Caledonian Sleeper			1	1
Grand Central		1		1
Hull Trains		1		1
Lumo		1		1
Merseyrail		1		1
Total	1	146	120	267



16. Complex Resolution case outcomes, by Participating Rail Operating Company

Outcomes of closed Complex Resolution cases by Participating Rail Operating Company.

- Rail Passenger complaint upheld in full
- Rail Passenger complaint upheld in part
- Settled through Mediation
- Rail Passenger complaint not upheld
- Rail Passenger withdrew complaint



17. Resolution types and volume

Award type	No. of awards
▲	
A gesture or gift	534
Apology	136
Compensation	619
Complimentary service	220
Explanation	211
No award made	1162
Prescribed refund *	287
Refund	666
Ticket reissue	6
Total	3841

* paid in accordance with the delay repay procedure

Note: Some closed complaints may have received more than one award type to reach resolution.

Average financial award
made
£62.85

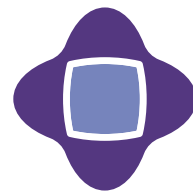
Largest financial award
made (inc. refund)
£891

18. Resolution types and volume by Participating Rail Operating Company

ServiceProvider	A gesture or gift	Apology	Compensation	Complimentary service	Explanation	No award made	Prescribed refund *	Refund	Total
▲									
Avanti West Coast	7	3	9	1	2	43	10	2	77
c2c			1						1
Caledonian Sleeper Train			3					1	4
Chiltern Railways			1			8			9
Cross Country	12		12	1		26	10	4	65
East Midlands Railway	3	2	5	1		6	5	1	23
Elizabeth Line		1	2			1	1	2	7
Govia Thameslink Railway	4		14	1		37	9	1	66
Grand Central						6	1		7
Great Western Railway	8		8			23	7	4	50
Greater Anglia	2	1	3		1	8		3	18
Heathrow Express			2	1		2		1	6
Hull Trains						1			1
London North Eastern Railway	4	1	16		2	17	1	3	44
London Underground (certain stations)	1								1
Lumo						1			1
Merseyrail						4			4
Network Rail						4			4
Nexus Tyne and Wear Metro						4			4
Northern Trains	5		6	1		12	2	2	28
ScotRail	3		9		1	5	1	3	22
South Western			3			9		2	14
Southeastern	1					3			4
Trainline	1	1	1			3		3	9
TransPennine Express	10	5	15			13	5	3	51
Transport for Wales Rail	2	2	6			17	3	1	31
West Midlands Trains	3	2	14	10		6	4	12	51
Total	66	18	130	16	6	259	59	48	602

* paid in accordance with the delay repay procedure

The Rail Ombudsman



www.railombudsman.org

Dates: 01/04/25 - 30/06/25