

Quarterly Statistical Report

Q1

Dates: 01/04/24 - 30/06/24

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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.

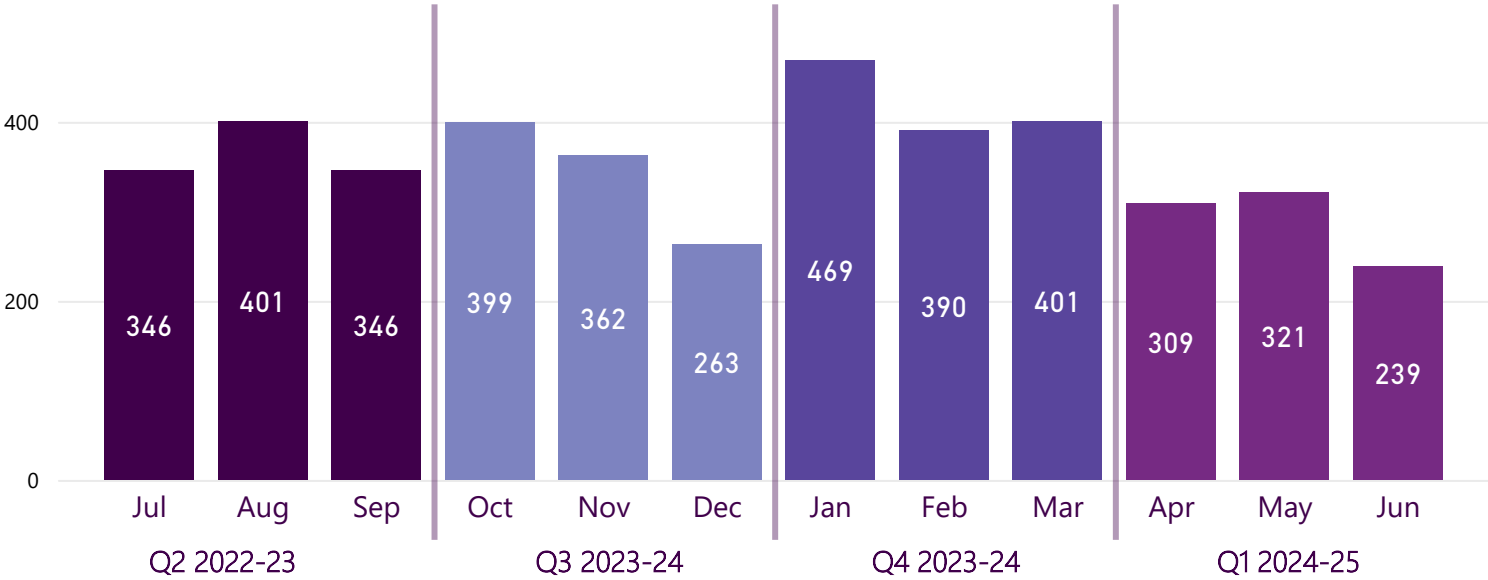
Outcomes should be considered in the context of the end-to-end dispute resolution process. Adjudication outcomes tend to be upheld in part or not upheld, because of the opportunities to resolve cases where a full remedy is due through Simple Resolution or Mediation

Quarter 1: Key Facts

	Q1 2024-245	vs Q4 2023-24	vs Q1 2023-24
New cases referred to the Rail Ombudsman	869	-31%	+0.1%
Cases evaluated by the Rail Ombudsman	953	-18%	-0.8%
% Cases found to be In Scope for the scheme	64%	+6 pp	-2 pp
% Cases referred to consumer advocacy bodies	7%	-2 pp	+1 pp
% Cases found to be Out of Scope: Ineligible	30%	-3 pp	+3 pp
Average financial award (where financial award secured)	£81	-5%	+2%

'Delay compensation schemes' is the largest complaint category accounting for 36% of complaints evaluated this quarter. 'Train service performance' is in second place with 16% of complaints and 'Complaints handling' is the 3rd largest category with 14% 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: 869

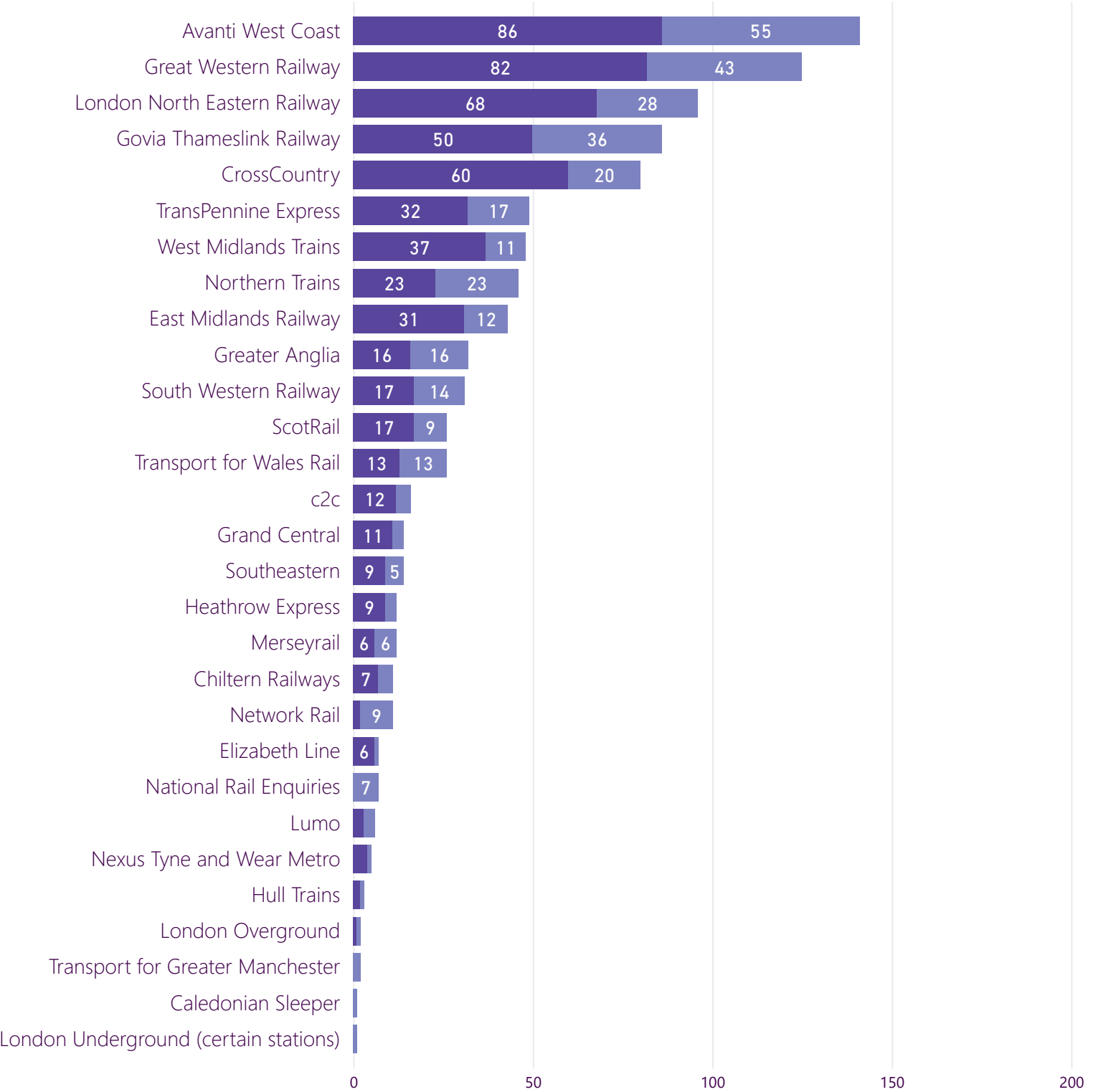
The above chart covers complaints referred to the Rail Ombudsman during Quarter 1 and includes both In Scope and Out of Scope complaints. Note: Outcomes of some of these will carry forward into the next Quarter.



2. Complaint volume by Participating Rail Operating Company

Volume of complaints assessed during Quarter 1 by Rail Operating Company.

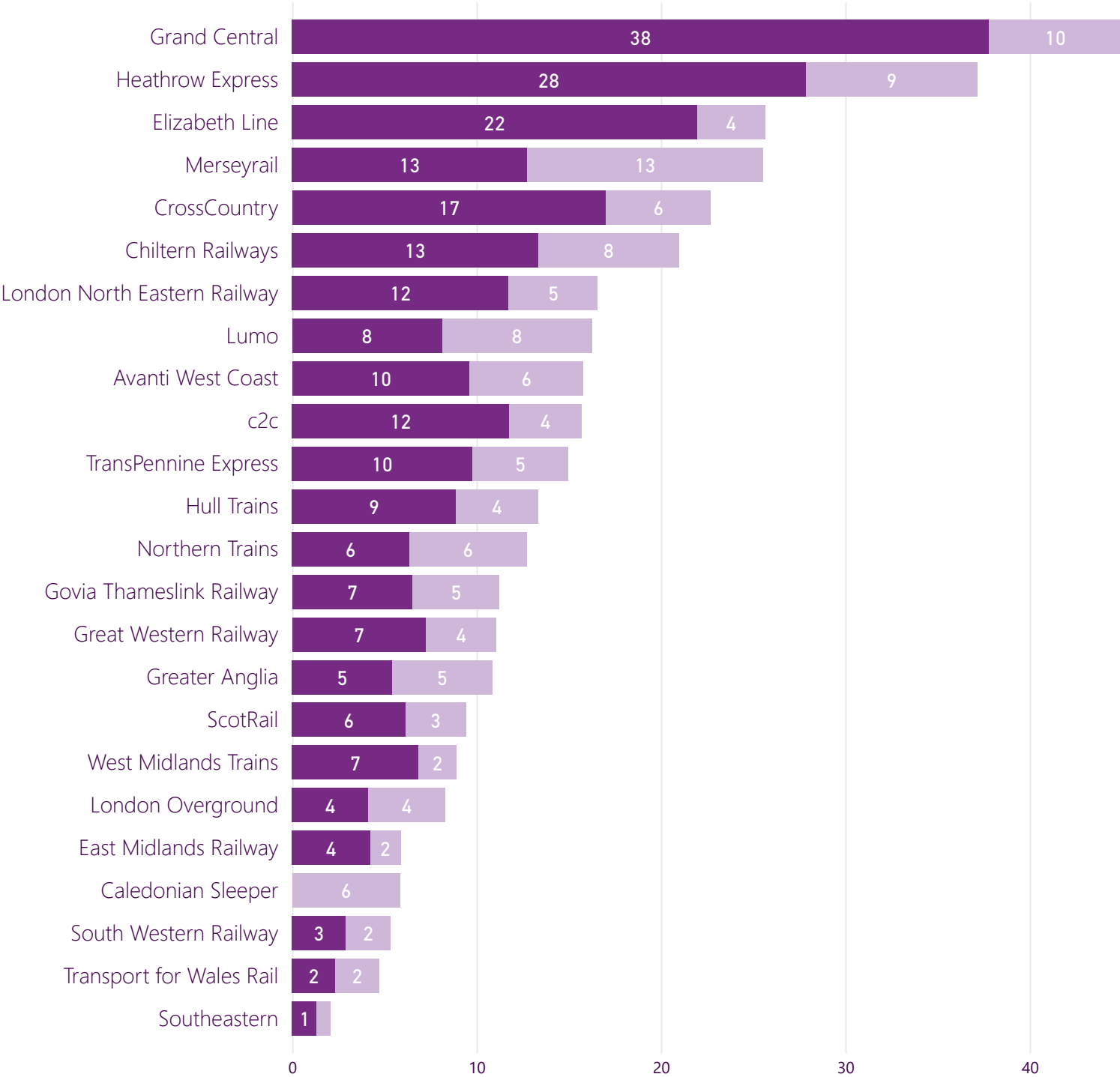
● In Scope ● Out of Scope



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

Volume of complaints assessed during Quarter 1 by Participating Rail Operating Company, normalised by Rail Operator complaints (scaled by 1000s for ease of reading).

● In Scope ● Out of Scope

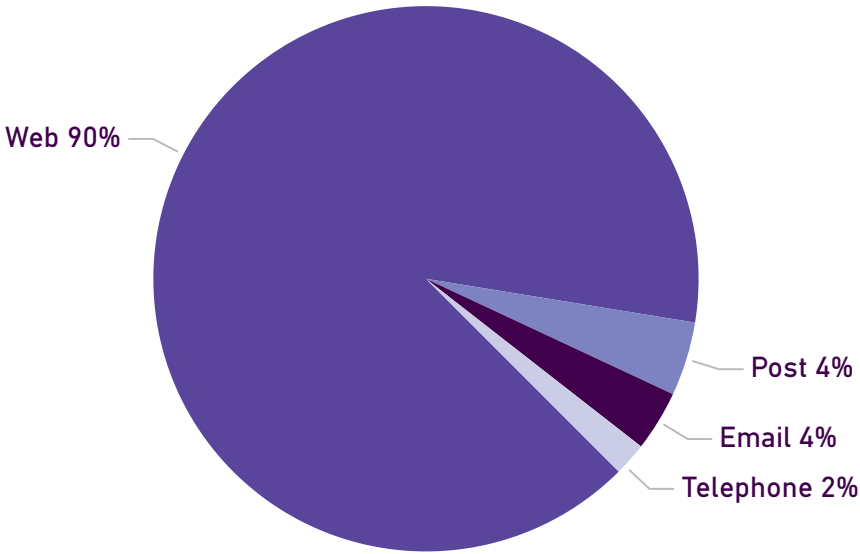


(Rail Operators' complaint volumes source: ORR)

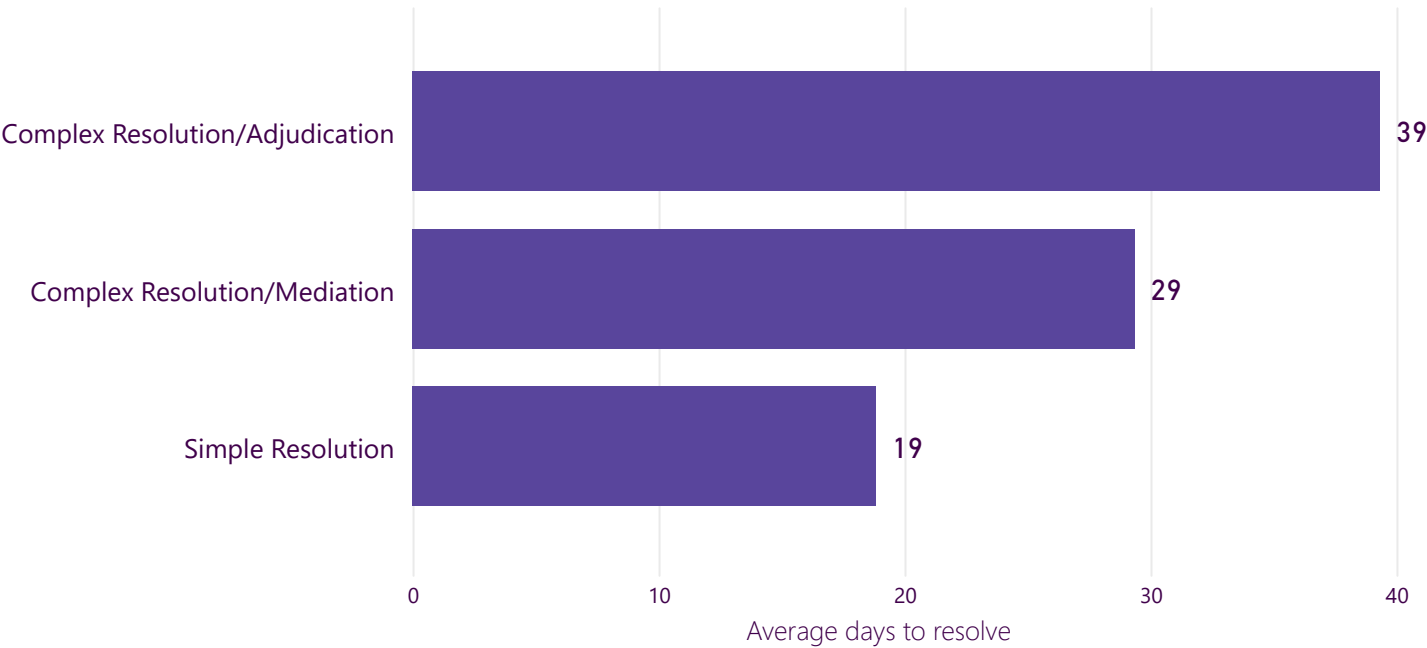
4. Channel used by Rail Passengers to refer complaints to the Rail Ombudsman

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

Channel	Vol. of complaints
Web	783
Post	38
Email	31
Telephone	17
Total	869



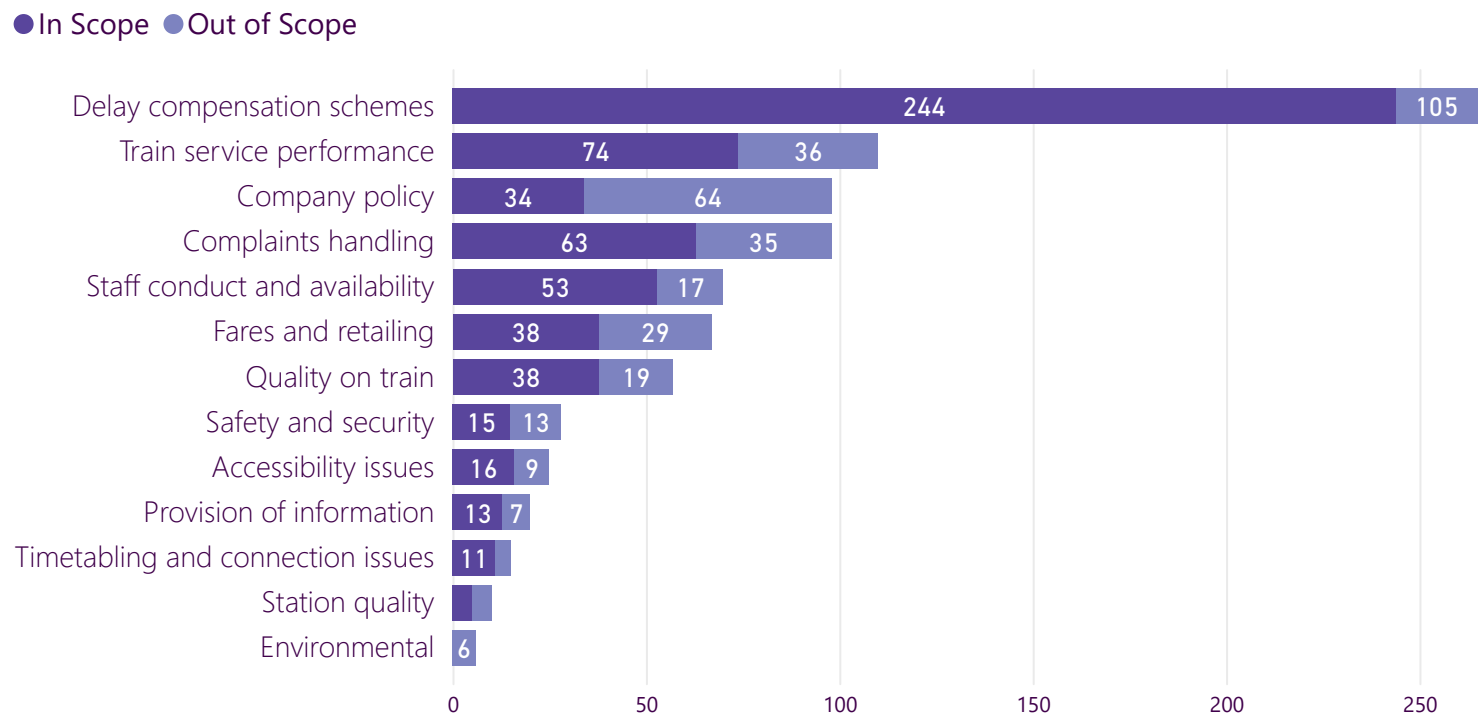
5. Average time to close In Scope complaints in working days



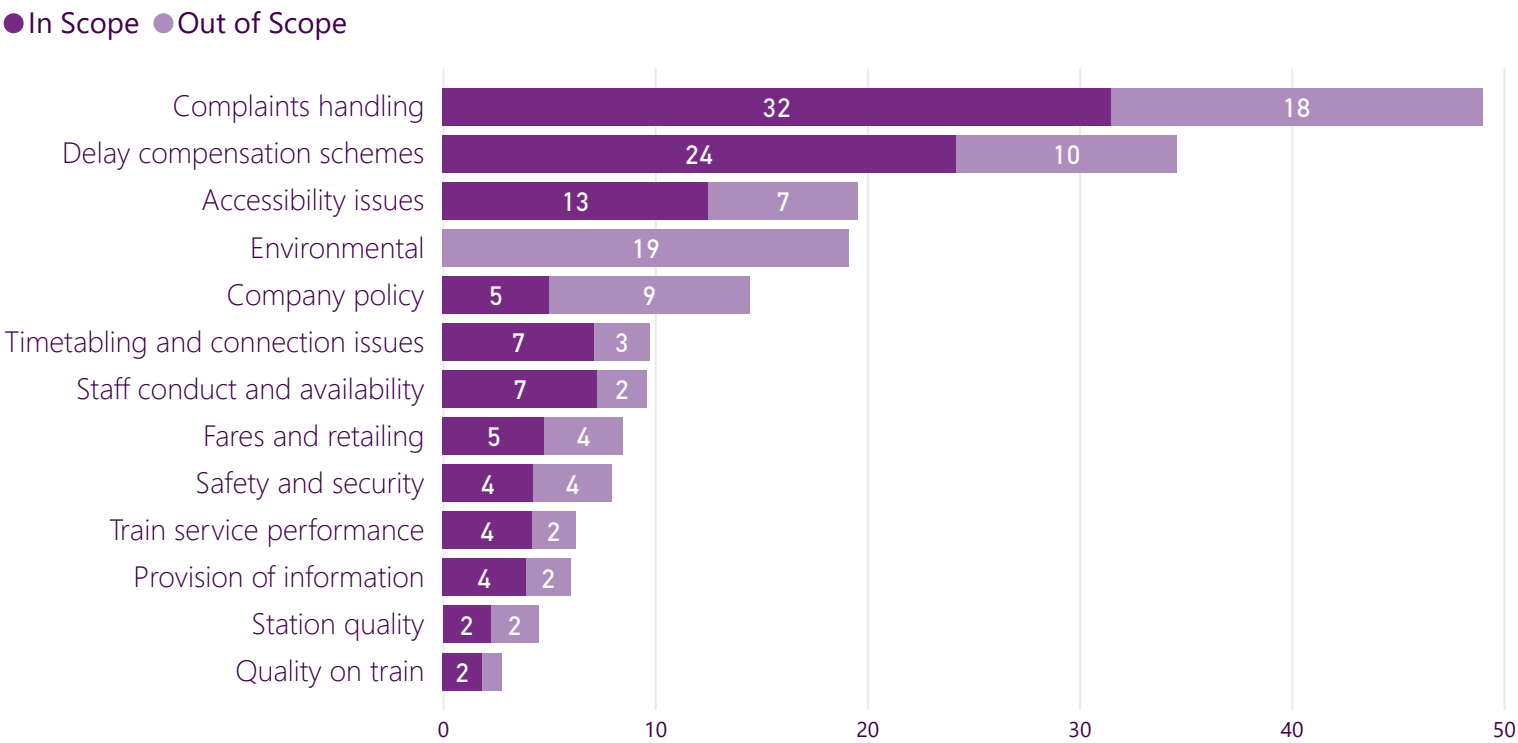
We work to resolve cases within 40 working days. However, extensions may be agreed by all parties in the event of exceptional circumstances or where additional evidence or independant advice is necessary for a decision to be made.



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 (January-March 2024) 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 staff	9
Accessibility issues	Booked assistance not provided at station	4
Accessibility issues	Booked assistance not provided on train	1
Accessibility issues	Disabled parking	1
Accessibility issues	Disabled toilets at station/on train	1
Accessibility issues	Lack of disabled facilities at station/on train	2
Accessibility issues	Lack of information	1
Accessibility issues	Other	1
Accessibility issues	The ease of being able to get on and off	2
Accessibility issues	Unable to hear announcements at station/on train	2
Accessibility issues	Unbooked assistance not provided on train	1
Company policy	Onboard policy	2
Company policy	Other	1
Company policy	Ticketing and refunds policy	95
Complaints handling	Complaint not received	3
Complaints handling	Complaints not fully addressed/fulfilled by Participating Rail Operating Company	46
Complaints handling	No response from Participating Rail Operating Company	17
Complaints handling	Response time	9
Complaints handling	Staff member was impolite/unhelpful	1
Complaints handling	Unhappy at type/level of compensation	22
Delay compensation schemes	Awareness/promotion of schemes	1
Delay compensation schemes	Compensation claim rejected	126
Delay compensation schemes	Compensation claims process	121
Delay compensation schemes	Level of compensation	59
Delay compensation schemes	Participating Rail Operating Company processing error	1
Delay compensation schemes	Speed of response	41
Environmental	General appearance of station	1
Environmental	Litter and contamination	2
Environmental	Noise pollution	2
Environmental	Overgrown vegetation	1
Fares and retailing	Other	4
Fares and retailing	Smartcards	8
Fares and retailing	Ticket buying facilities	42
Fares and retailing	Value for money of ticket price	13

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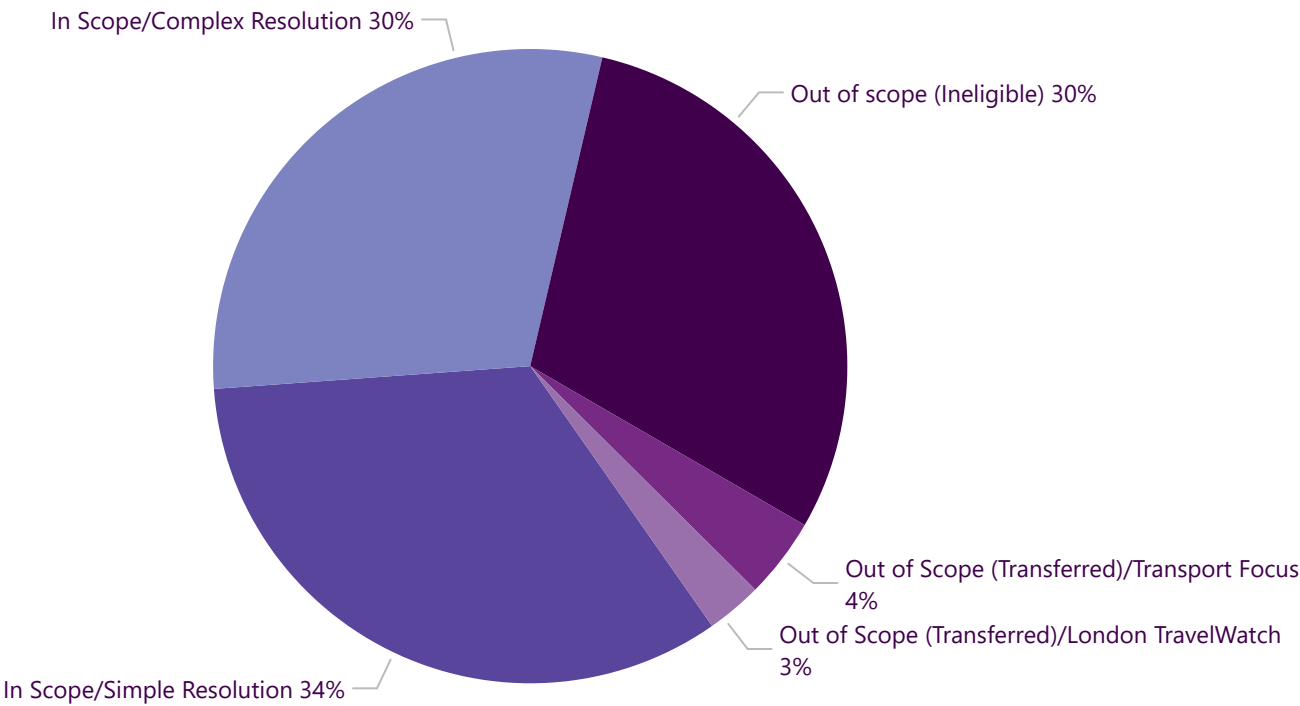
Top level category	Second level category	Vol. of complaints
Provision of information	Provision of information about train times/platforms	6
Provision of information	Provision of information on website or mobile apps	4
Provision of information	The provision of information during the journey	10
Quality on train	Cleanliness of train	1
Quality on train	Facilities onboard	22
Quality on train	Sufficient room for all passengers to sit/stand	28
Quality on train	The toilet facilities	4
Quality on train	Upkeep and repair of the train	2
Safety and security	Personal security onboard	21
Safety and security	Personal security whilst using station	7
Staff conduct and availability	How request to station staff was handled	2
Staff conduct and availability	The attitudes and helpfulness of the staff at station	38
Staff conduct and availability	The availability of staff - at station	1
Staff conduct and availability	The availability of staff - onboard	3
Staff conduct and availability	The helpfulness and attitude of other staff (not on train/not at station)	4
Staff conduct and availability	The helpfulness and attitude of staff on train	22
Station quality	Facilities for car parking	5
Station quality	The facilities and services	4
Station quality	The upkeep/repair of the station buildings/platforms	1
Timetabling and connection issues	Connections with other forms of public transport	3
Timetabling and connection issues	Connections with other train services	11
Timetabling and connection issues	The frequency of the trains on that route	1
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	110

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
In Scope/Simple Resolution	320
In Scope/Complex Resolution	284
Out of scope (Ineligible)	283
Out of Scope (Transferred)/Transport Focus	39
Out of Scope (Transferred)/London TravelWatch	27
Total	953

Of the 953 complaints assessed in Quarter 1, 64% (604 complaints) were In Scope, 30% (283) were deemed to be Out of Scope and Ineligible for the scheme (64% of which were due to no deadlock letter provided). 7% (66) were transferred to consumer advocacy bodies. See chart 12 on page 11 for Out of Scope reasons.

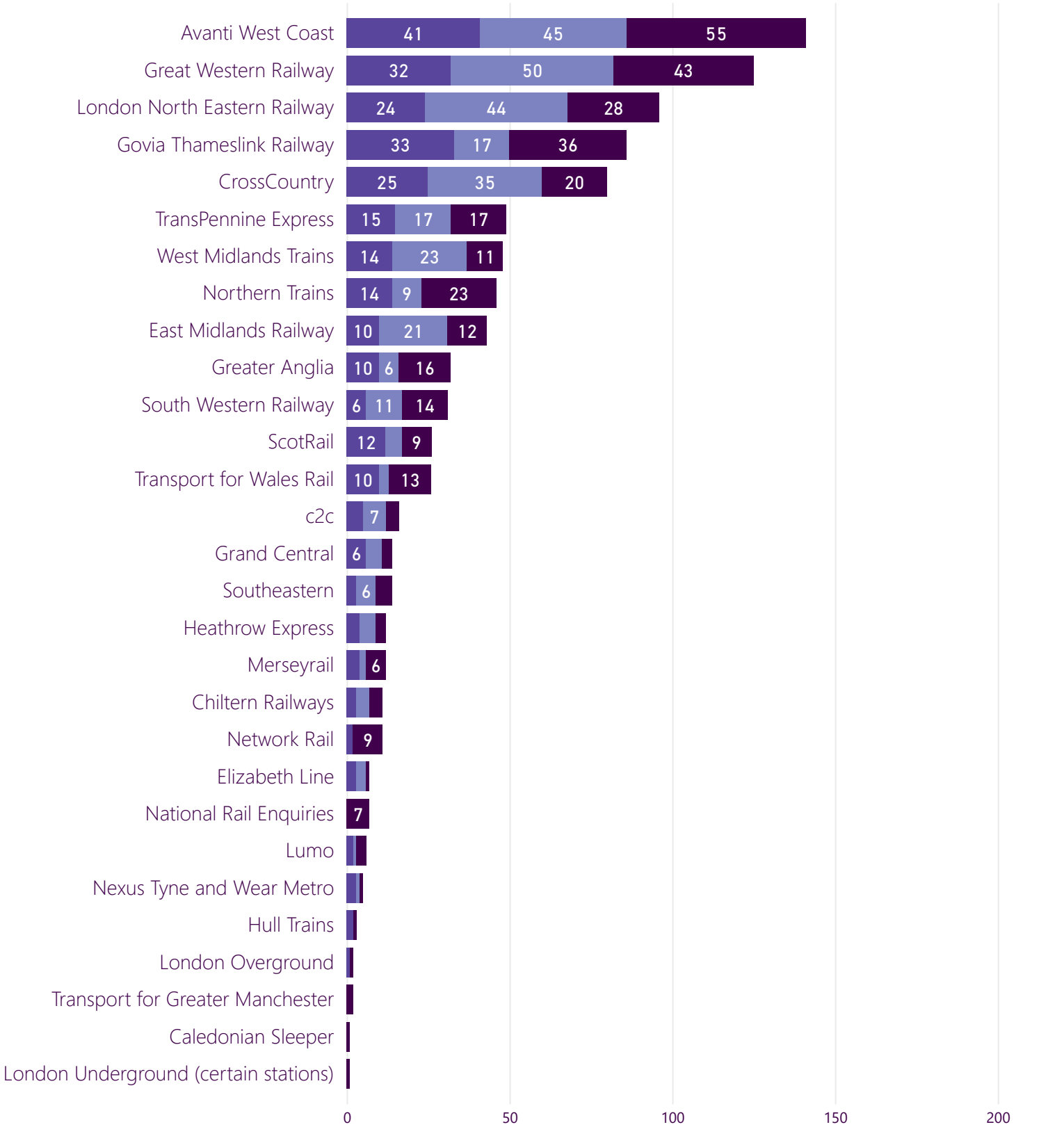


Note: Complaints assessed include complaints carried forward from the previous quarter as well as some of the new complaints referred to the Rail Ombudsman during this quarter.

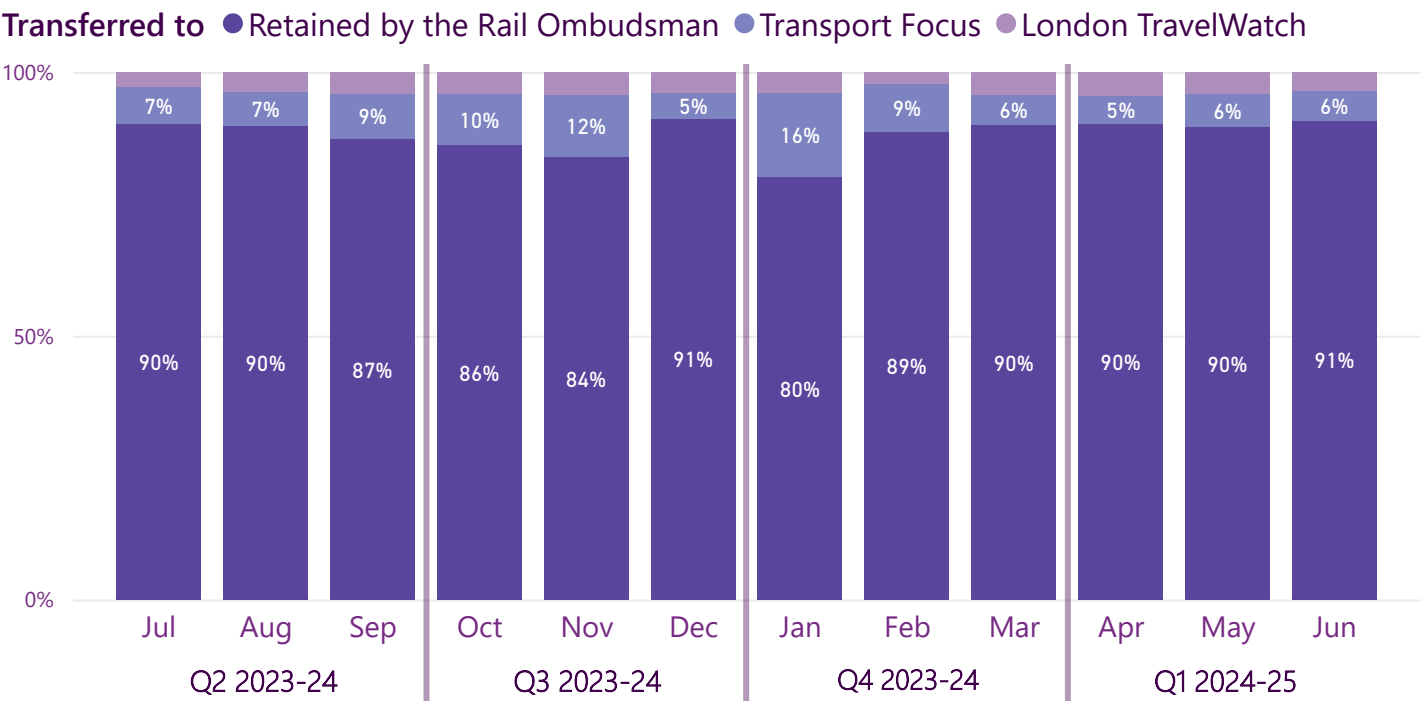
10. Complaint classifications by Participating Rail Operating Company

Complaints evaluated by the Rail Ombudsman during Quarter 1, 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



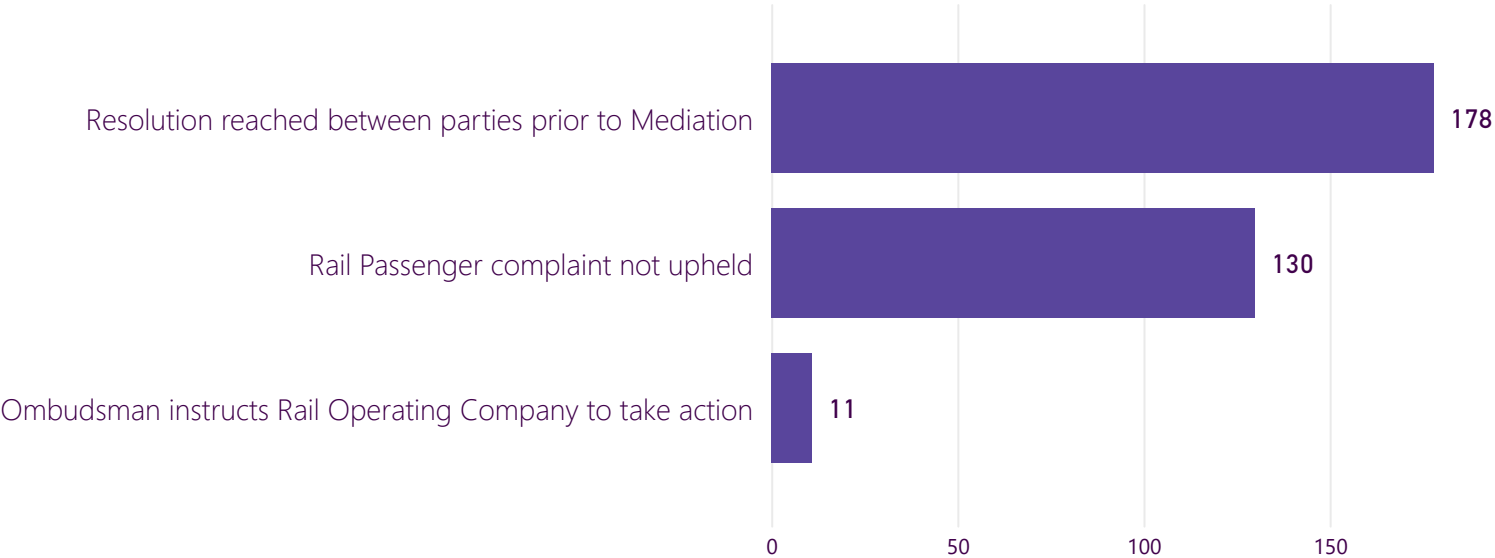
12. Out of Scope categories

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	221	3	224
Penalty fare appeals	3	41	44
Action being taken by alternative channel	30	8	38
Policy issues		14	14
Residential or lineside issues	10		10
Personal injury claim	6		6
Already settled	5		5
Business to business	2		2
Consumer withdrew	2		2
Parking charge notices	2		2
Criminal claims	1		1
Human Resources	1		1
Total	283	66	349

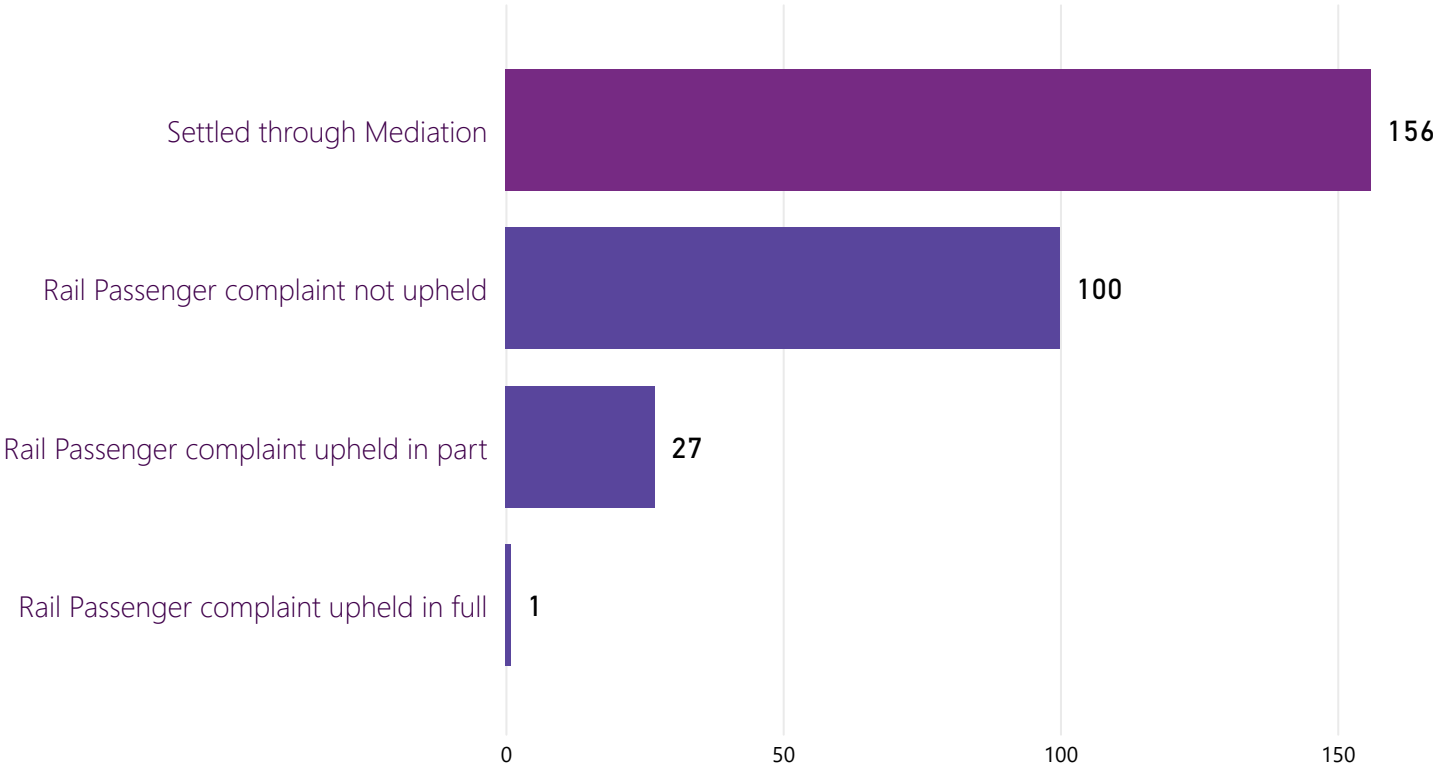
13. Simple Resolution case outcomes

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.

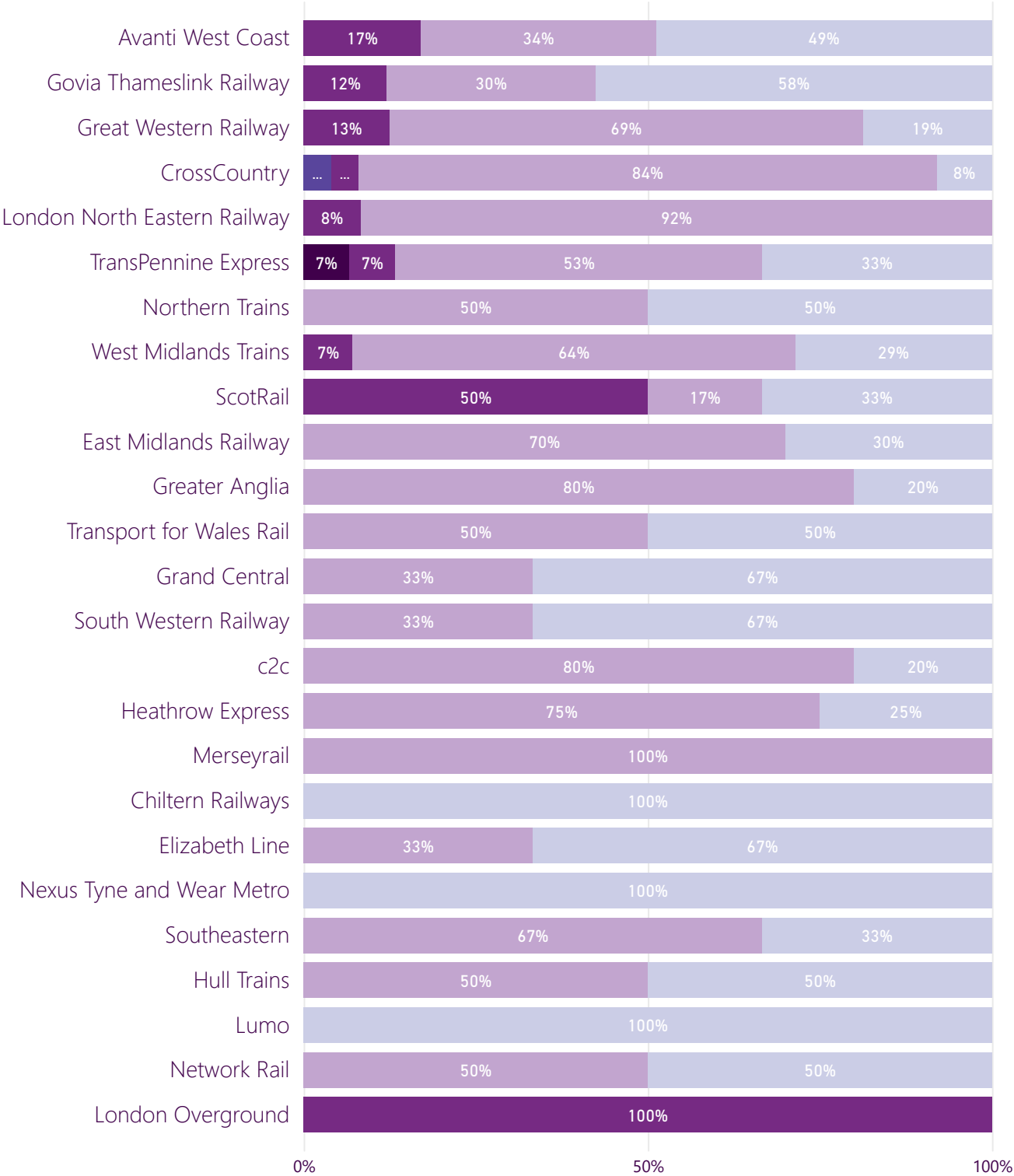
ServiceProvider	Ombudsman instructs Rail Operating Company to take action	Rail Passenger complaint not upheld	Resolution reached between parties prior to Mediation	Total
				▼
Great Western Railway	1	15	34	50
Avanti West Coast	2	22	21	45
London North Eastern Railway	1	13	30	44
CrossCountry	3	10	22	35
West Midlands Trains		1	22	23
East Midlands Railway		7	13	20
Govia Thameslink Railway		16	1	17
TransPennine Express		6	11	17
South Western Railway		5	6	11
Northern Trains		3	6	9
c2c	1	4	2	7
Greater Anglia	1	4	1	6
Southeastern		6		6
Grand Central		3	2	5
Heathrow Express		4	1	5
ScotRail	2	1	2	5
Chiltern Railways		3	1	4
Elizabeth Line		3		3
Transport for Wales Rail		3		3
Merseyrail			2	2
Lumo		1		1
Nexus Tyne and Wear Metro			1	1
Total	11	130	178	319



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	466
Apology	118
Compensation	485
Complimentary service	201
Explanation	202
No award made	904
Prescribed refund *	227
Refund	617
Ticket reissue	5
Total	3225

* 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

£81

Largest financial award
made (inc. refund)

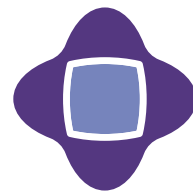
£1,166.80

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	Ticket reissue
▲									
Avanti West Coast	4	3	11	7	3	46	5	16	
c2c	2		1			5		5	
Chiltern Railways						6			1
Cross Country	14	1	11	7	6	17	16	4	
East Midlands Railway	5	1	7	1		10	9	4	
Elizabeth Line		1				5			
Govia Thameslink Railway	2		6		4	36	1	2	
Grand Central	2		1	1		7		1	
Great Western Railway	27	2	23	1	3	24	4	13	1
Greater Anglia	2	2	3		1	7	1	4	
Heathrow Express	1			1	1	5	1	1	
Hull Trains			1			1			
London North Eastern Railway	23		20	3	5	14	3	23	
London Overground			1				1		
Lumo						3			
Merseyrail	2	2	3		1				
Network Rail					1	1			
Nexus Tyne and Wear Metro	1					3		1	
Northern Trains	3		2	2	3	12	3	1	
ScotRail	2		4		1	8	2	2	
South Western	4	1	1			10		3	
Southeastern	1				1	7			
TransPennine Express	11	1	7		3	10	2	3	
Transport for Wales Rail	1	1	1		3	7		1	
West Midlands Trains	5		9	16	3	5	3	14	
Total	112	15	112	39	39	249	51	98	2

* paid in accordance with the delay repay procedure

The Rail Ombudsman



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Dates: 01/04/24 - 30/06/24