

Quarterly Statistical Report

Q3

Dates: 01/10/24 - 31/12/24

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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 3 include complaints raised in the previous quarter.

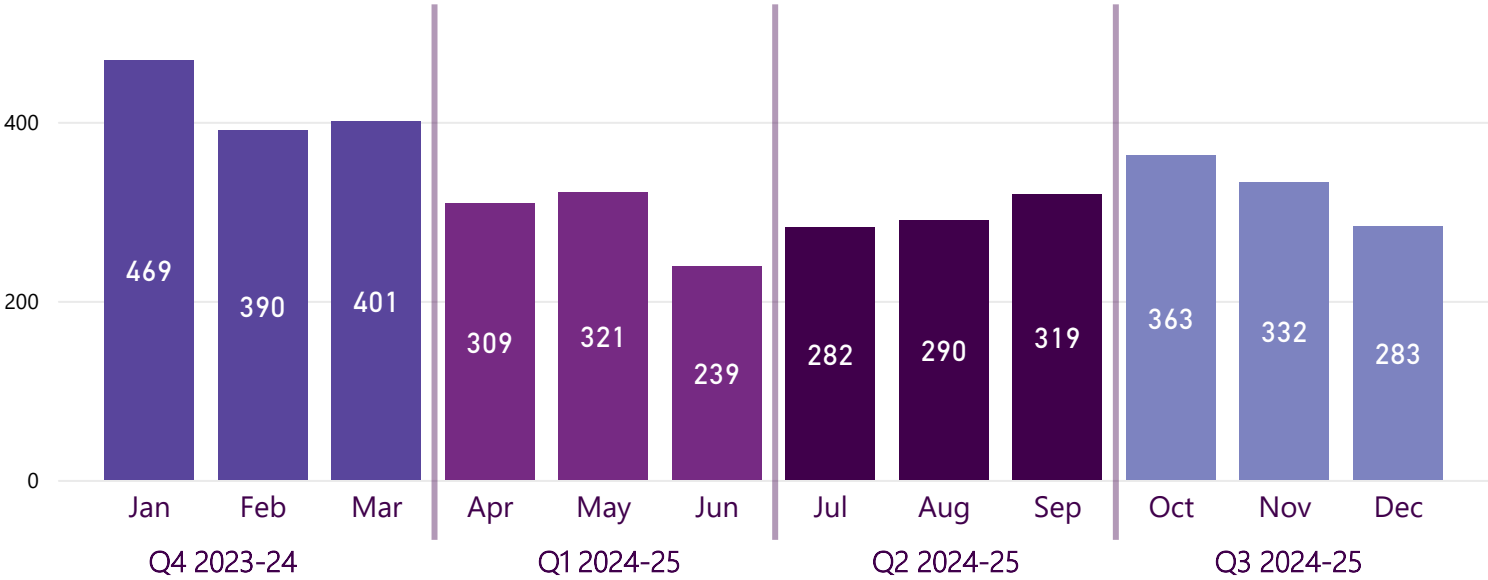
Outcomes should be considered in the context of the end-to-end dispute resolution process. Adjudication outcomes tend to be upheld in part or not upheld, because of the opportunities to resolve cases where a full remedy is due through Simple Resolution or Mediation

Quarter 3: Key Facts

	Q3 2024-25	vs Q2 2024-25	vs Q3 2023-24
New cases referred to the Rail Ombudsman	992	+10%	-4%
Cases evaluated by the Rail Ombudsman	980	+14%	-8%
% Cases found to be In Scope for the scheme	55%	+1 pp	-7 pp
% Cases referred to consumer advocacy bodies	11%	-1 pp	+2 pp
% Cases found to be Out of Scope: Ineligible	34%	-1 pp	-5 pp
Average financial award (where financial award secured)	£81.79	+15.3%	+14.5%

'Delay compensation schemes' is the largest complaint category accounting for 30% of complaints evaluated this quarter. 'Company policy' is in second place with 13% of complaints and 'Train service performance' is the third largest category with 11% of complaints this quarter.

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



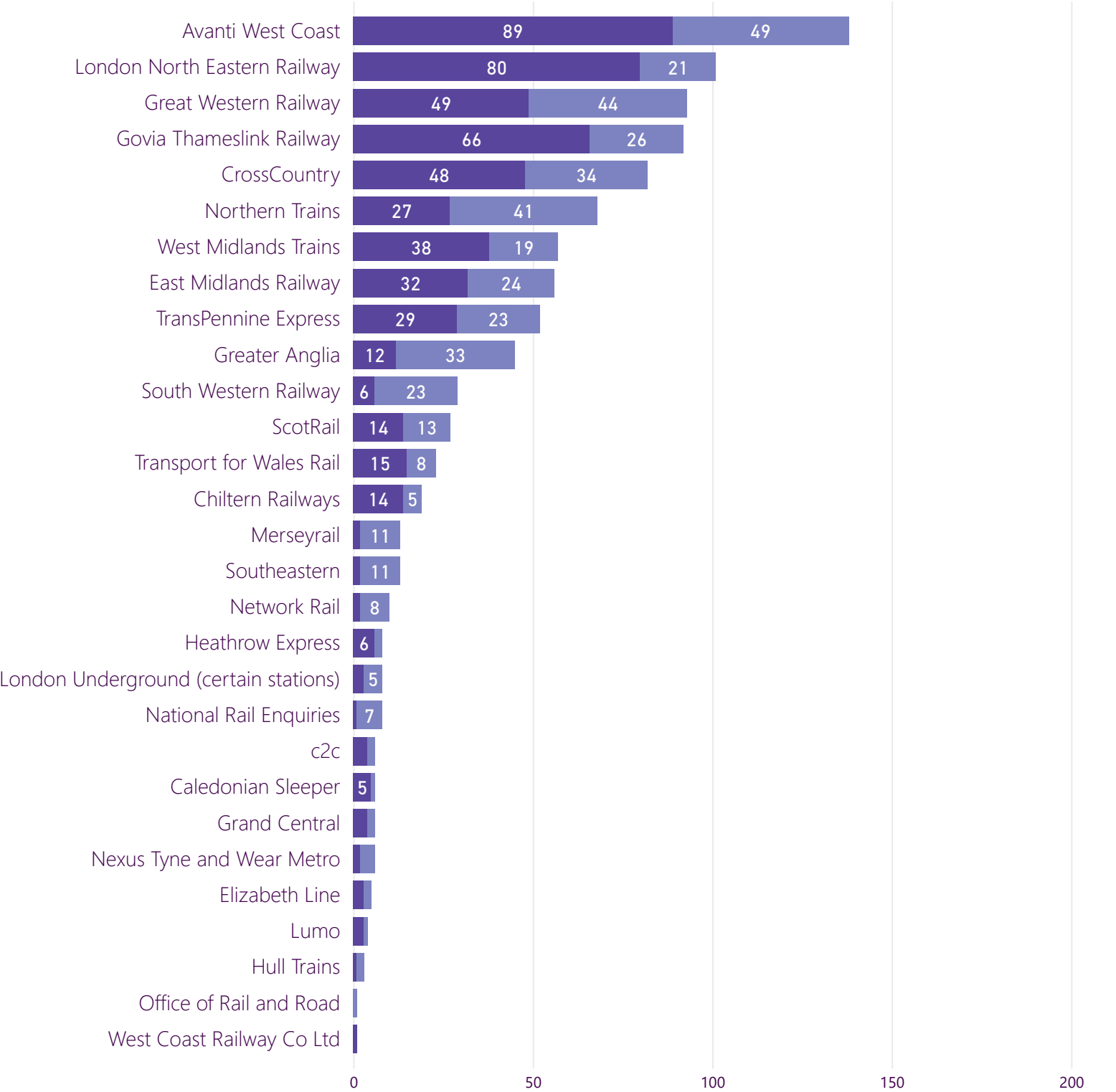
Total referred to the Rail Ombudsman in Quarter 3: 978

The above chart covers complaints referred to the Rail Ombudsman during Quarter 3 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 3 by Rail Operating Company.

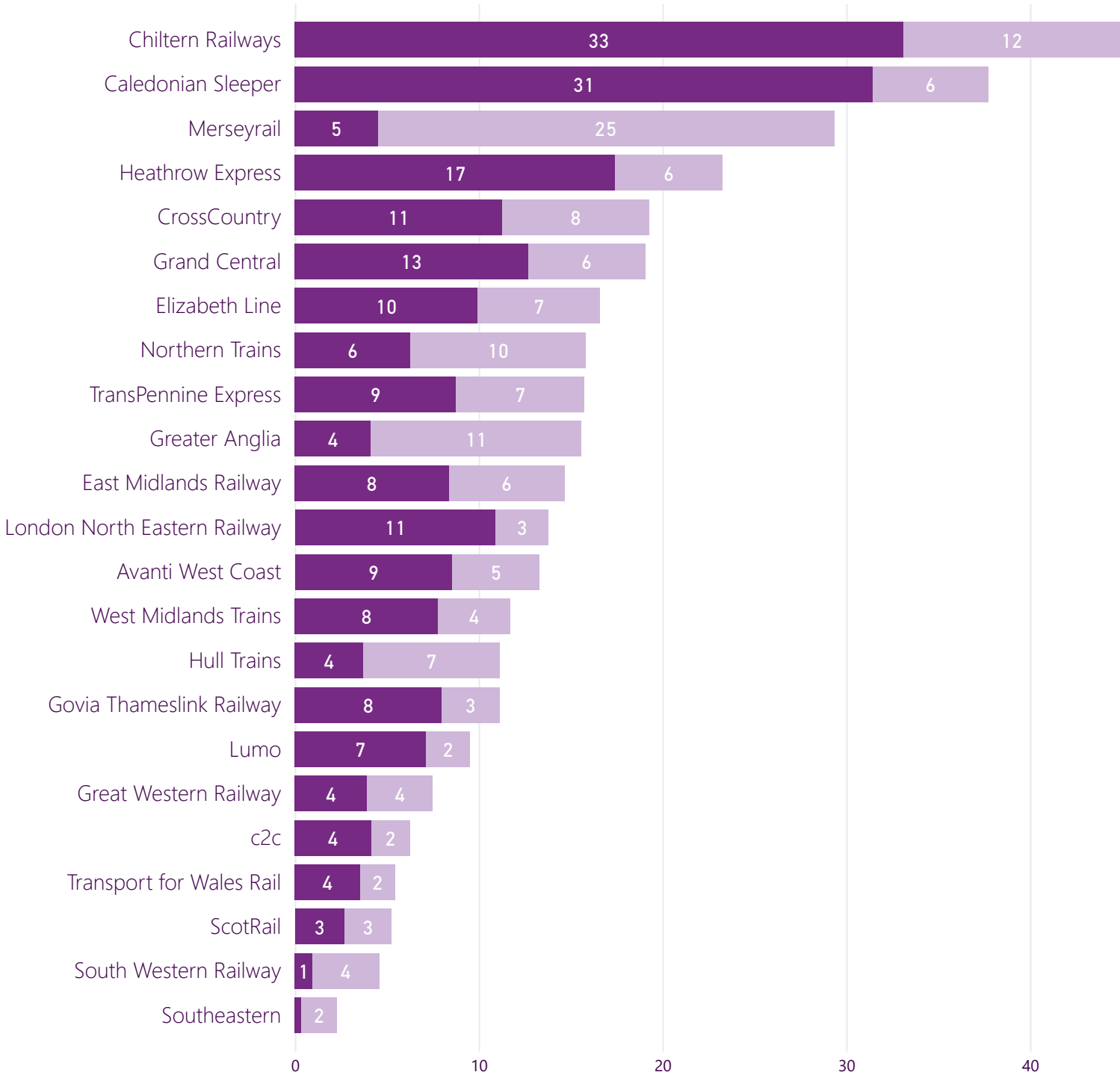
● In Scope ● Out of Scope



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

Volume of complaints assessed during Quarter 3 by Participating Rail Operating Company, normalised by Rail Operator complaints (scaled by 1000s for ease of reading).

● In Scope ● Out of Scope

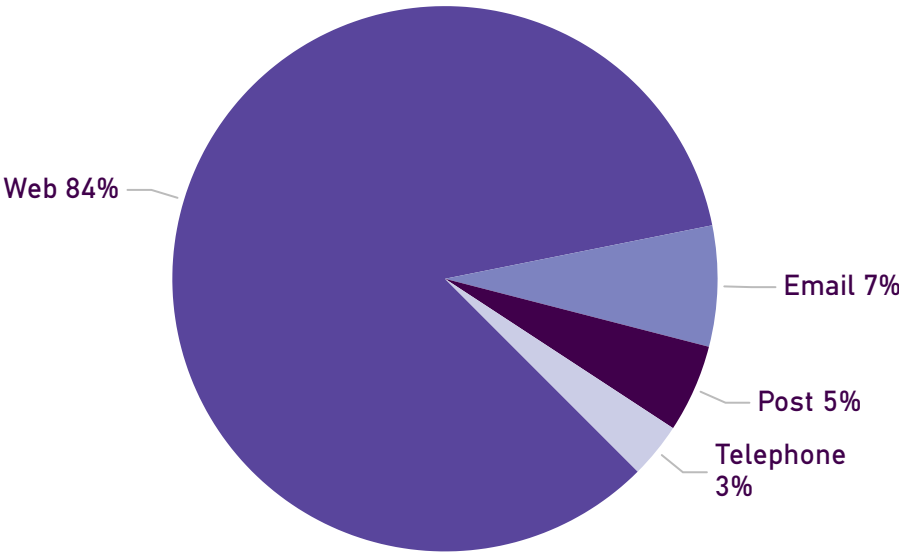


(Rail Operators' complaint volumes source: ORR)

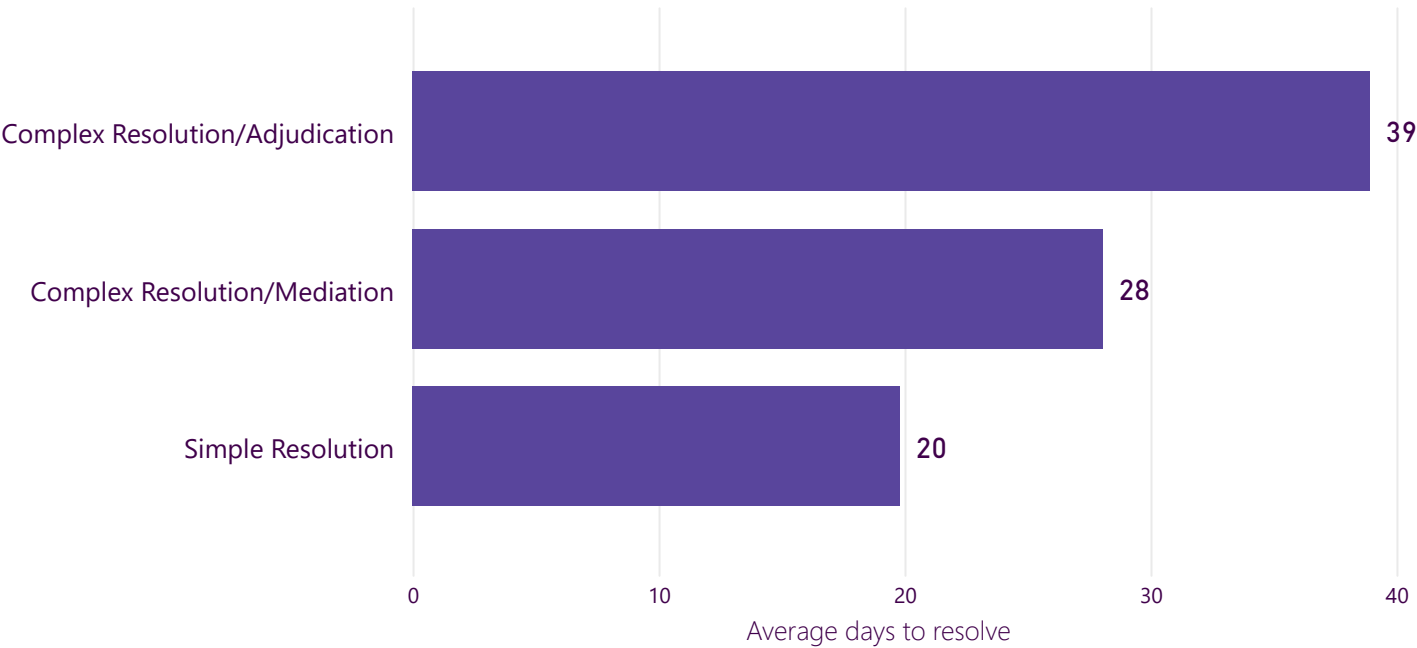
4. Channel used by Rail Passengers to refer complaints to the Rail Ombudsman

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	825
Email	70
Post	51
Telephone	32
Total	978

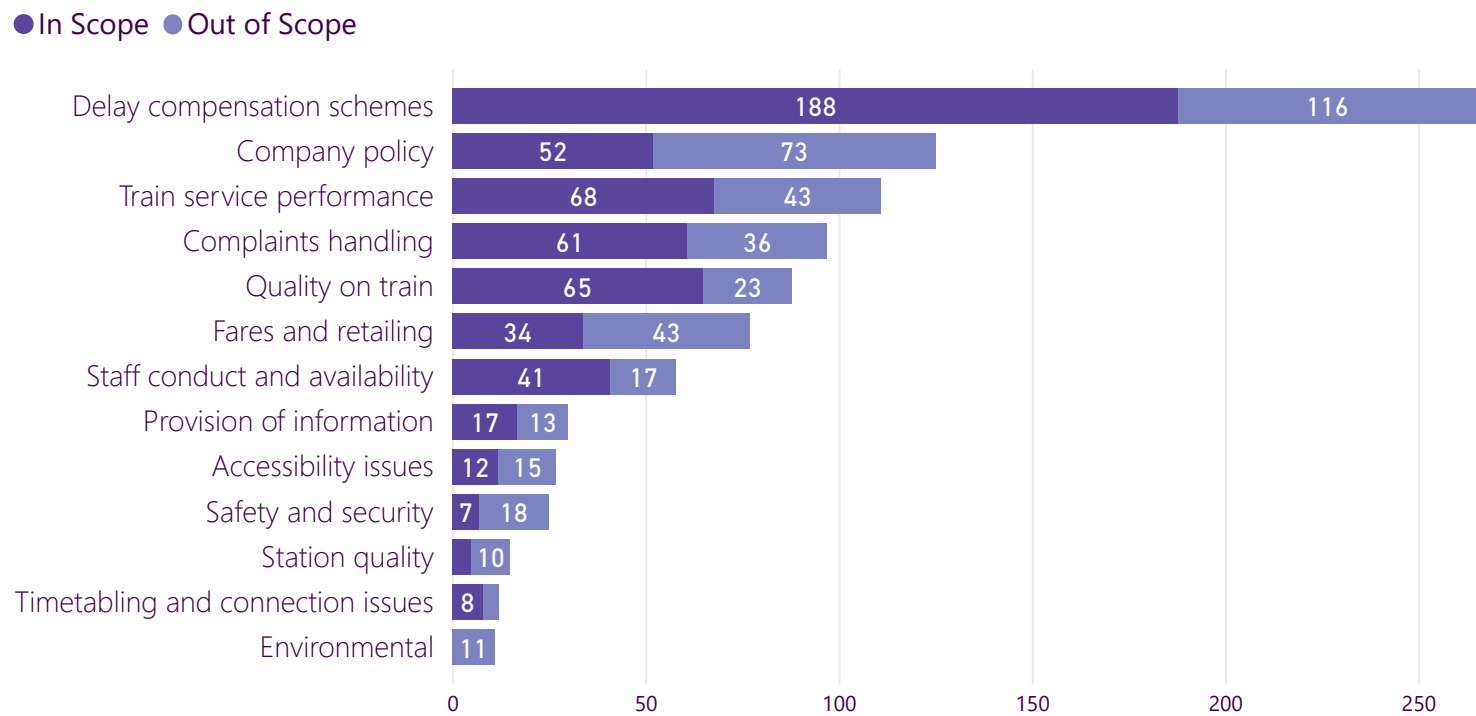


5. Average time to close In Scope complaints in working days

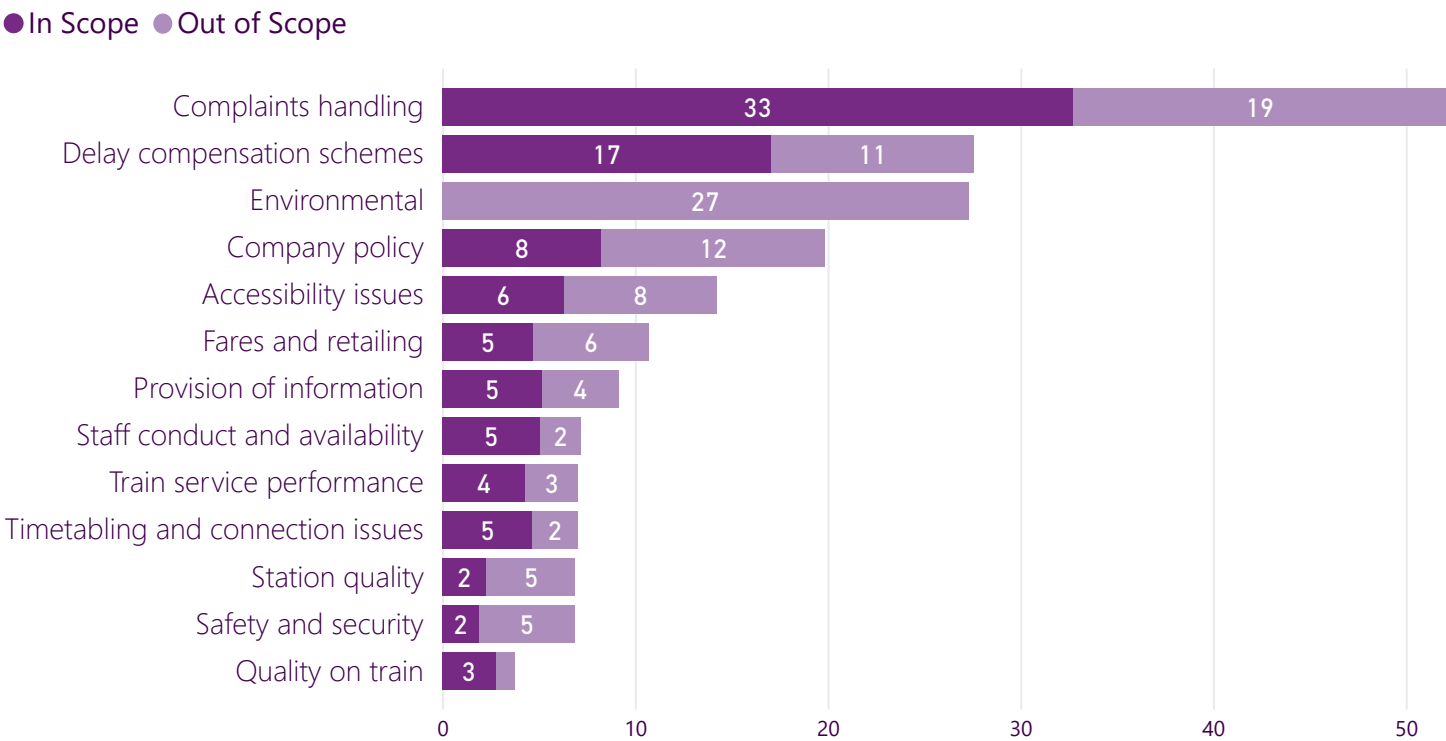


We work to resolve cases within 40 working days. However, extensions may be agreed by all parties in the event of exceptional circumstances or where additional evidence or independant advice is necessary for a decision to be made.

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 Q3 (October - December 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 booking process	8
Accessibility issues	Booked assistance not provided at station	9
Accessibility issues	Booked assistance not provided on train	1
Accessibility issues	Disabled toilets at station/on train	1
Accessibility issues	Lack of information	1
Accessibility issues	Other	1
Accessibility issues	Participating Rail Operating Company accessibility policy	3
Accessibility issues	The ease of being able to get on and off	2
Accessibility issues	Unbooked assistance not provided at station	1
Company policy	Onboard policy	1
Company policy	Other	1
Company policy	Ticketing and refunds policy	123
Complaints handling	Complaint not received	2
Complaints handling	Complaints not fully addressed/fulfilled by Participating Rail Operating Company	47
Complaints handling	No response from Participating Rail Operating Company	12
Complaints handling	Response time	14
Complaints handling	Staff member was impolite/unhelpful	6
Complaints handling	Unhappy at type/level of compensation	16
Delay compensation schemes	Awareness/promotion of schemes	1
Delay compensation schemes	Compensation claim rejected	161
Delay compensation schemes	Compensation claims process	53
Delay compensation schemes	Level of compensation	57
Delay compensation schemes	Participating Rail Operating Company processing error	5
Delay compensation schemes	Speed of response	27
Environmental	General appearance of station	1
Environmental	Lighting of station	1
Environmental	Litter and contamination	2
Environmental	Noise pollution	3
Environmental	Overgrown vegetation	4
Fares and retailing	Other	6
Fares and retailing	Smartcards	12
Fares and retailing	Ticket buying facilities	44
Fares and retailing	Value for money of ticket price	15

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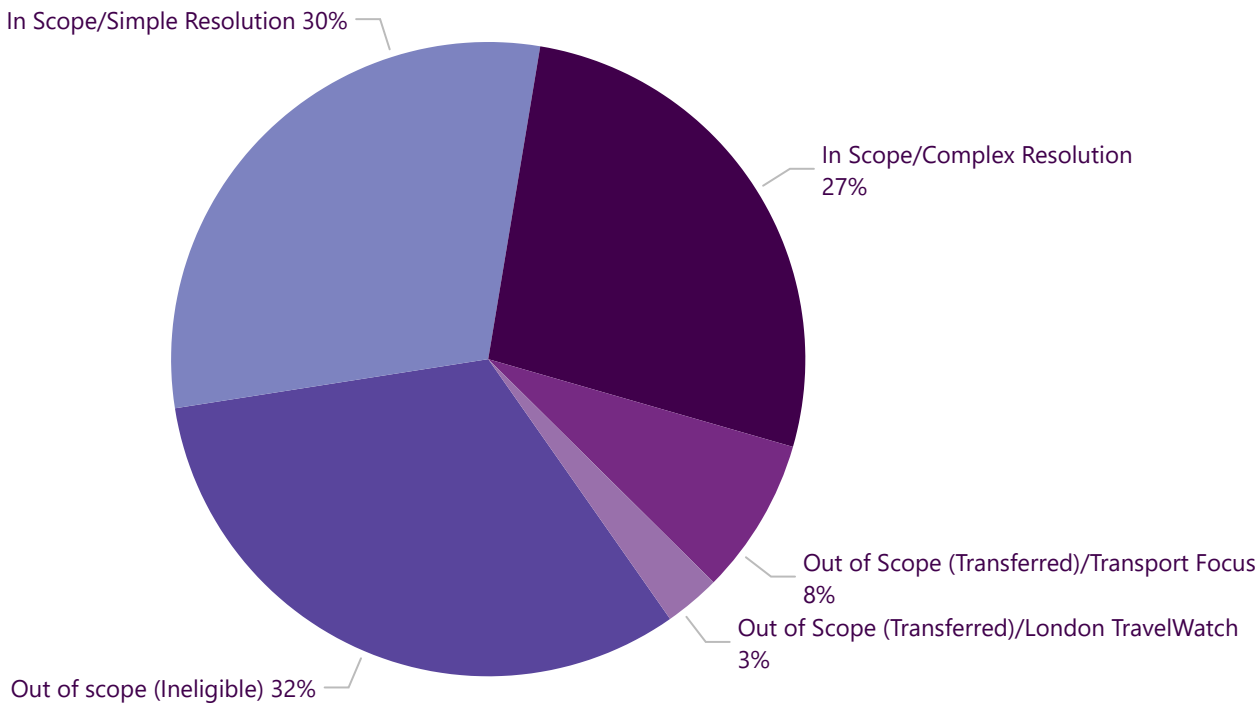
Top level category	Second level category	Vol. of complaints
Provision of information	Other	1
Provision of information	Provision of information about train times/platforms	11
Provision of information	Provision of information on website or mobile apps	9
Provision of information	The provision of information during the journey	9
Quality on train	Cleanliness of train	1
Quality on train	Facilities onboard	38
Quality on train	Sufficient room for all passengers to sit/stand	31
Quality on train	The comfort of the seating area	1
Quality on train	The space for luggage	2
Quality on train	The toilet facilities	2
Quality on train	Upkeep and repair of the train	13
Safety and security	Other	1
Safety and security	Personal security onboard	14
Safety and security	Personal security whilst using station	10
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	27
Staff conduct and availability	The availability of staff - onboard	1
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	25
Station quality	Cleanliness	1
Station quality	Facilities for car parking	8
Station quality	The facilities and services	6
Timetabling and connection issues	Connections with other forms of public transport	2
Timetabling and connection issues	Connections with other train services	9
Timetabling and connection issues	Timetabling	1
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	111

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)	316
In Scope/Simple Resolution	295
In Scope/Complex Resolution	263
Out of Scope (Transferred)/Transport Focus	78
Out of Scope (Transferred)/London TravelWatch	28
Total	980

Of the 980 complaints assessed in Quarter 3, 57% (558 complaints) were In Scope, 43% (422) were deemed to be Out of Scope and Ineligible for the scheme (59% of which were due to no deadlock letter provided). 11% (106) were transferred to consumer advocacy bodies. See chart 12 on page 11 for Out of Scope reasons.

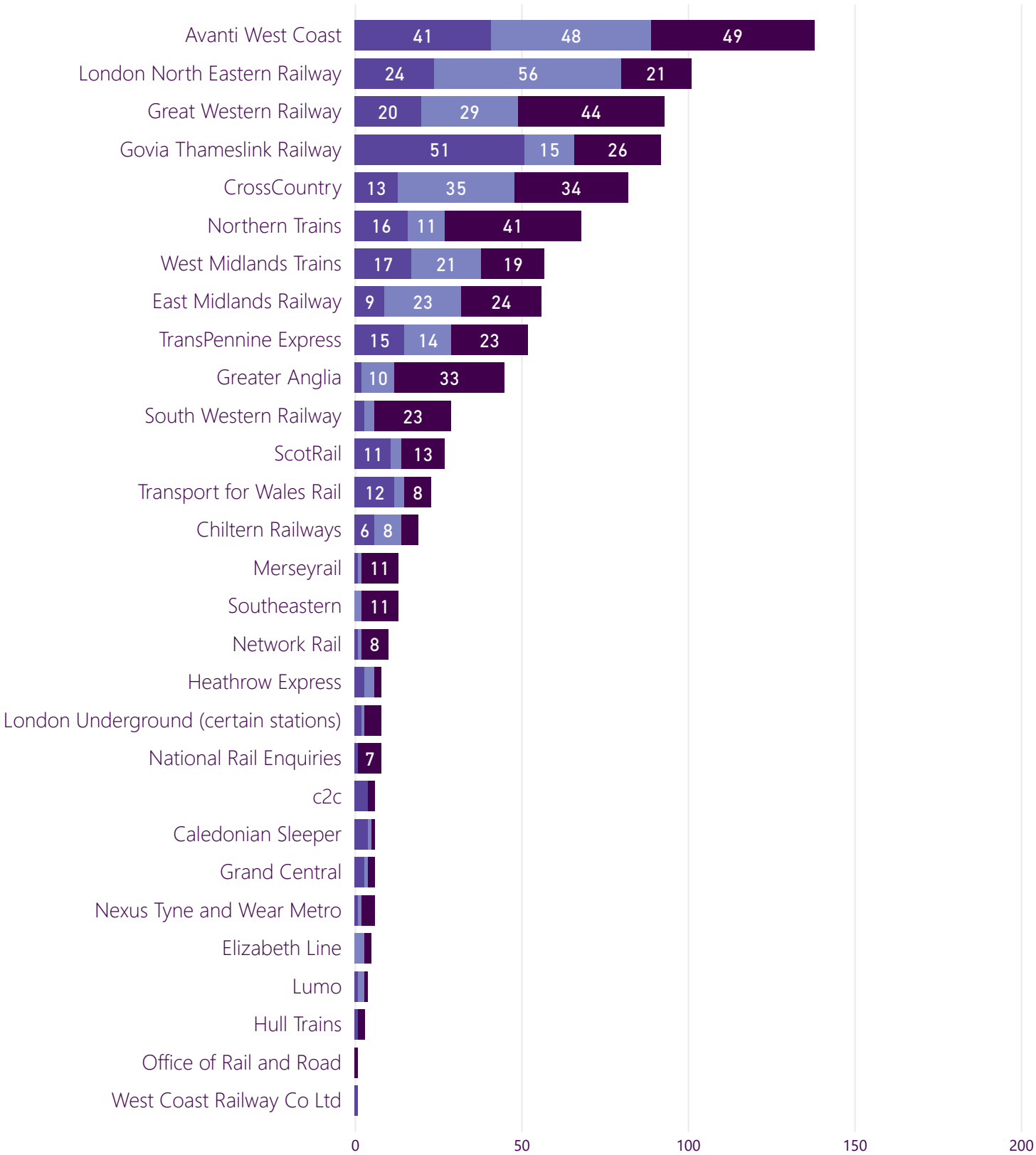


Note: Complaints assessed include complaints carried forward from the previous quarter as well as some of the new complaints referred to the Rail Ombudsman during this quarter.

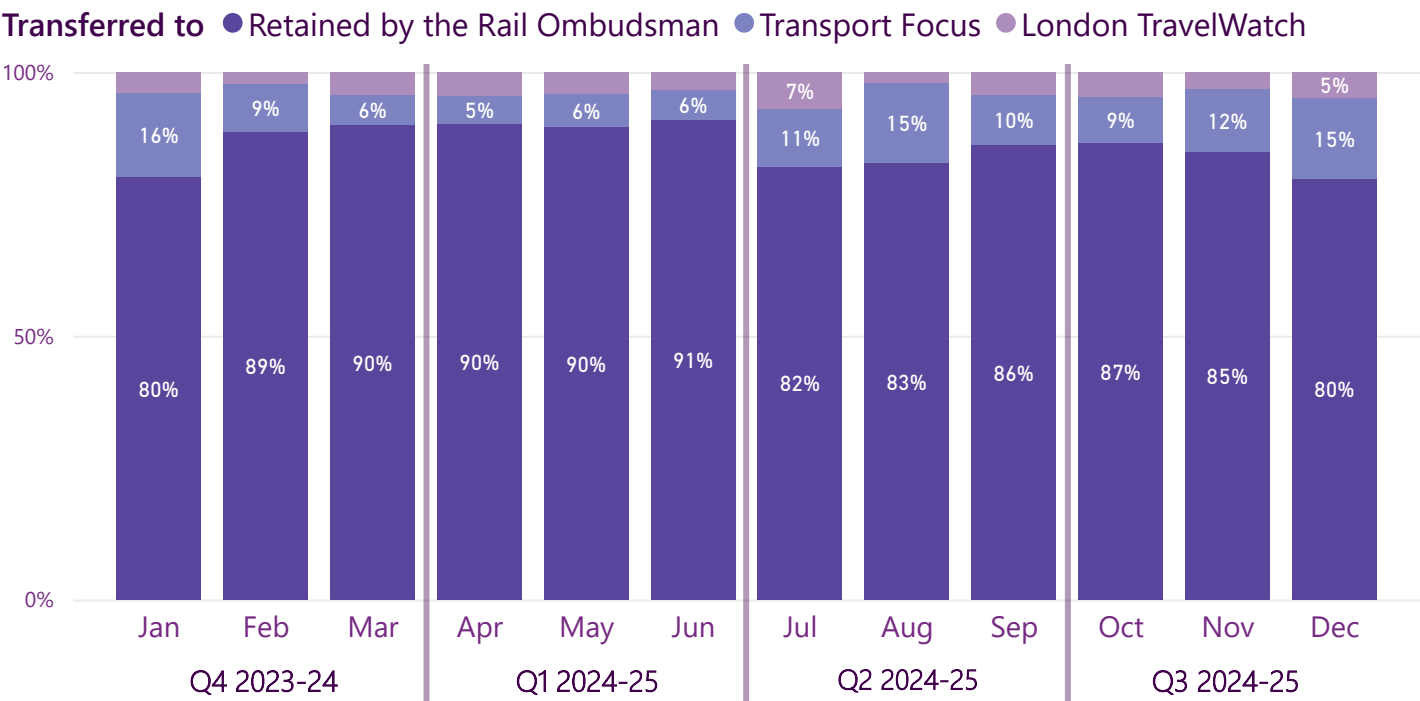
10. Complaint classifications by Participating Rail Operating Company

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



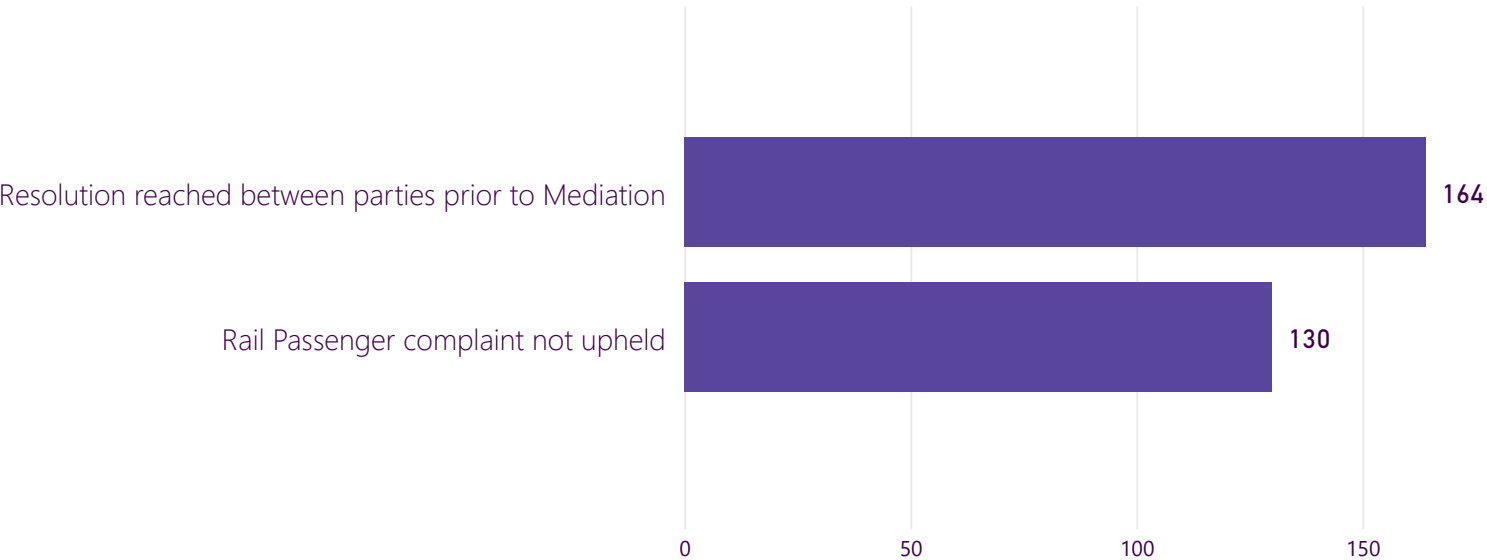
12. Out of Scope categories

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	251		251
Penalty fare appeals	9	58	67
Policy issues		39	39
Action being taken by alternative channel	18	3	21
Residential or lineside issues	10		10
Personal injury claim	9		9
Already settled	6		6
Consumer withdrew	5		5
Incident date prior to Ombudsman launch	4		4
Planned Improvements		4	4
Parking charge notices	2		2
Parking ticket pricing	1	1	2
Criminal claims	1		1
Planned service alterations/closures		1	1
Total	316	106	422

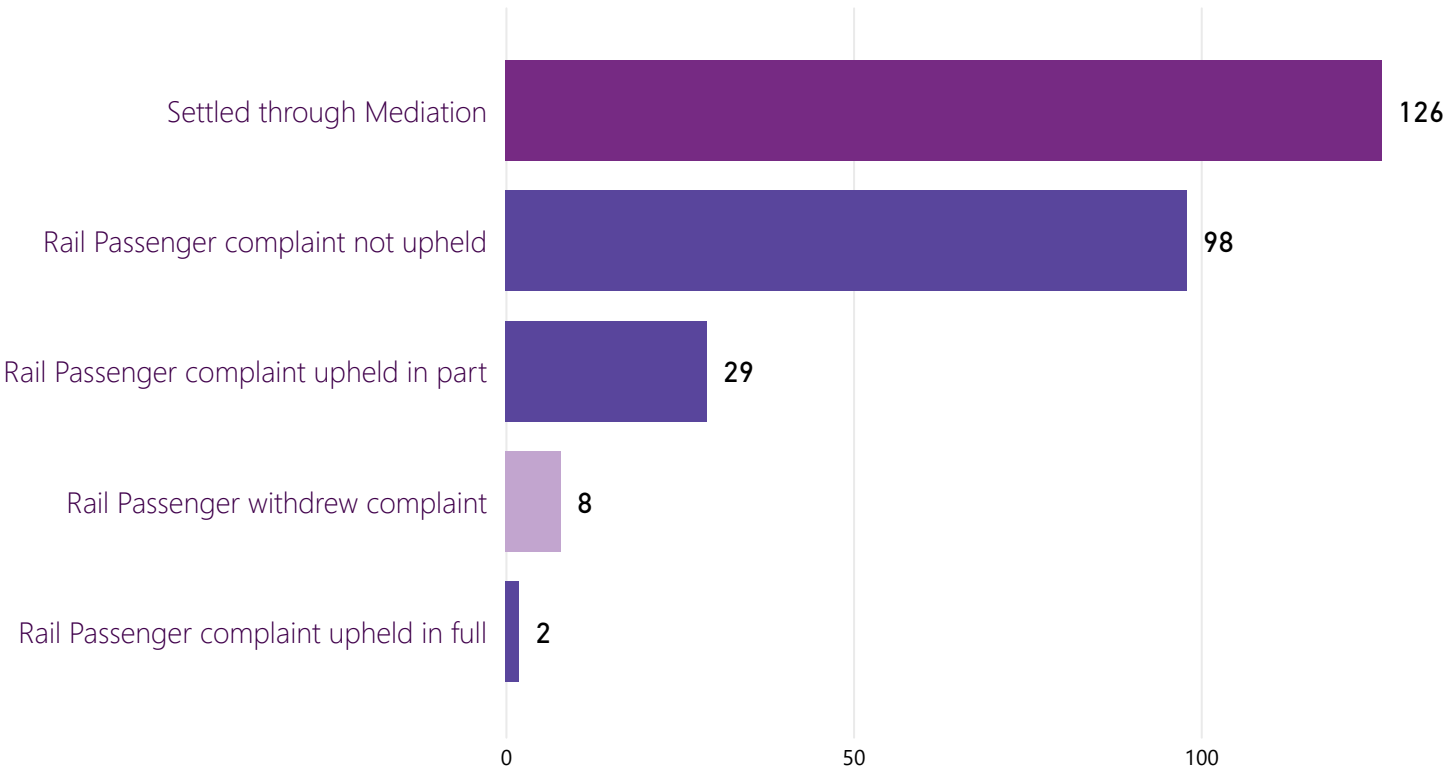
13. Simple Resolution case outcomes

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.

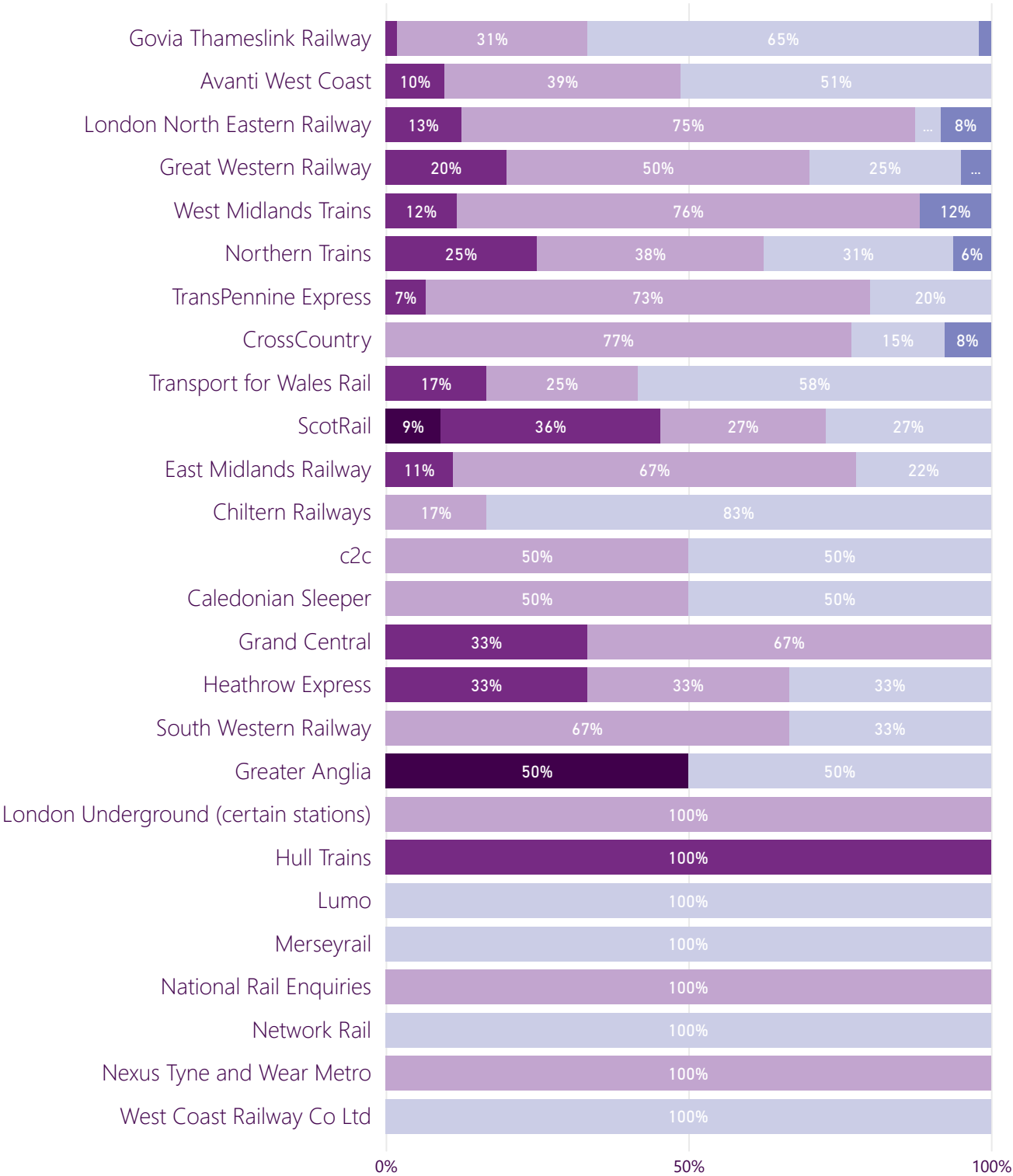
ServiceProvider	Rail Passenger complaint not upheld	Resolution reached between parties prior to Mediation	Total
			▼
London North Eastern Railway	8	47	55
Avanti West Coast	25	23	48
CrossCountry	14	21	35
Great Western Railway	18	11	29
East Midlands Railway	6	17	23
West Midlands Trains	6	15	21
Govia Thameslink Railway	10	5	15
TransPennine Express	6	8	14
Northern Trains	10	1	11
Greater Anglia	6	4	10
Chiltern Railways	7	1	8
Elizabeth Line	1	2	3
Heathrow Express		3	3
ScotRail	3		3
South Western Railway	1	2	3
Transport for Wales Rail	2	1	3
Lumo	1	1	2
Southeastern	2		2
Caledonian Sleeper	1		1
Grand Central	1		1
London Underground (certain stations)		1	1
Merseyrail		1	1
Network Rail	1		1
Nexus Tyne and Wear Metro	1		1
Total	130	164	294



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	821
Apology	183
Compensation	701
Complimentary service	347
Explanation	195
No award made	1210
Prescribed refund *	362
Refund	951
Ticket reissue	13
Total	4783

* paid in accordance with the delay repay procedure

*Note: Some closed complaints may have received more than one award type to reach resolution.
The largest award was removed when calculating the average award.*

Average financial award
made
£81.79

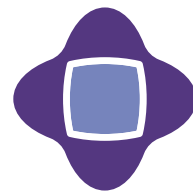
Largest financial award
made (inc. refund)
£2,590.91

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	5	1	18	5		47	6	13	95
c2c	1	1				2			4
Caledonian Sleeper Train			2			3			5
Chiltern Railways	1	1	1		1	12	1		17
Cross Country	10		10	2	5	16	8	6	57
East Midlands Railway	5	1	11	4	1	8	3	6	39
Elizabeth Line	1		1			1		2	5
Govia Thameslink Railway	6		10		3	46	3		68
Grand Central	1		1	1		1	1		5
Great Western Railway	11	1	7	2	1	24	3	7	56
Greater Anglia			3		1	7	2		13
Heathrow Express			1	1		2		2	6
Hull Trains								1	1
London North Eastern Railway	18		37	4	4	13	6	34	116
London Underground (certain stations)	2							2	4
Lumo	1					2			3
Merseyrail						1		1	2
National Rail Enquiries						1			1
Network Rail						2			2
Nexus Tyne and Wear Metro					1	1			2
Northern Trains	3	1	3		1	16	2	2	28
ScotRail			5			6	3	1	15
South Western			1			2	2	1	6
Southeastern						2			2
TransPennine Express	9	2	9		1	9		4	34
Transport for Wales Rail			4	1	1	9		1	16
West Midlands Trains	4	1	8	5	1	8	3	12	42
Total	78	9	132	25	21	241	43	95	644

* paid in accordance with the delay repay

The Rail Ombudsman



www.railombudsman.org

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