

Report:

Scheme Member experience
survey, conducted by the Rail
Ombudsman.

Scheme Member Survey Report - Executive Summary

This annual survey, covering the year 2025, which was conducted between 7th to 24th October, examined the experiences of Rail Ombudsman Scheme Members. The questions were based around the members' interactions with the Rail Ombudsman, its impact and the standard of service.

Each Scheme Member was able to submit one response. A total of 14 responses were received. The responses were collected anonymously.

Data headlines

- The overall service provided by the Ombudsman to date was rated as follows: **50% Good, 50% Very Good** – an overall score of 4.5/5 was received.
- **82% of respondents** had participated in training and/or webinars delivered by the Ombudsman.
- **100% of respondents** found case adjudications to be fair and impartial with **92% of respondents** also finding them to be transparent with the decisions well explained.
- **100% of respondents** considered that the Ombudsman team provide effective responses, with **100% of respondents** also finding the team to be courteous and polite.

About this report

The following sections summarise the results. Percentages have been rounded to the nearest whole number i.e. totals may be slightly under or over 100%.

This report summarises key feedback received in an anonymous format for the purposes of publication. The survey also gathered feedback relating to operational aspects including:

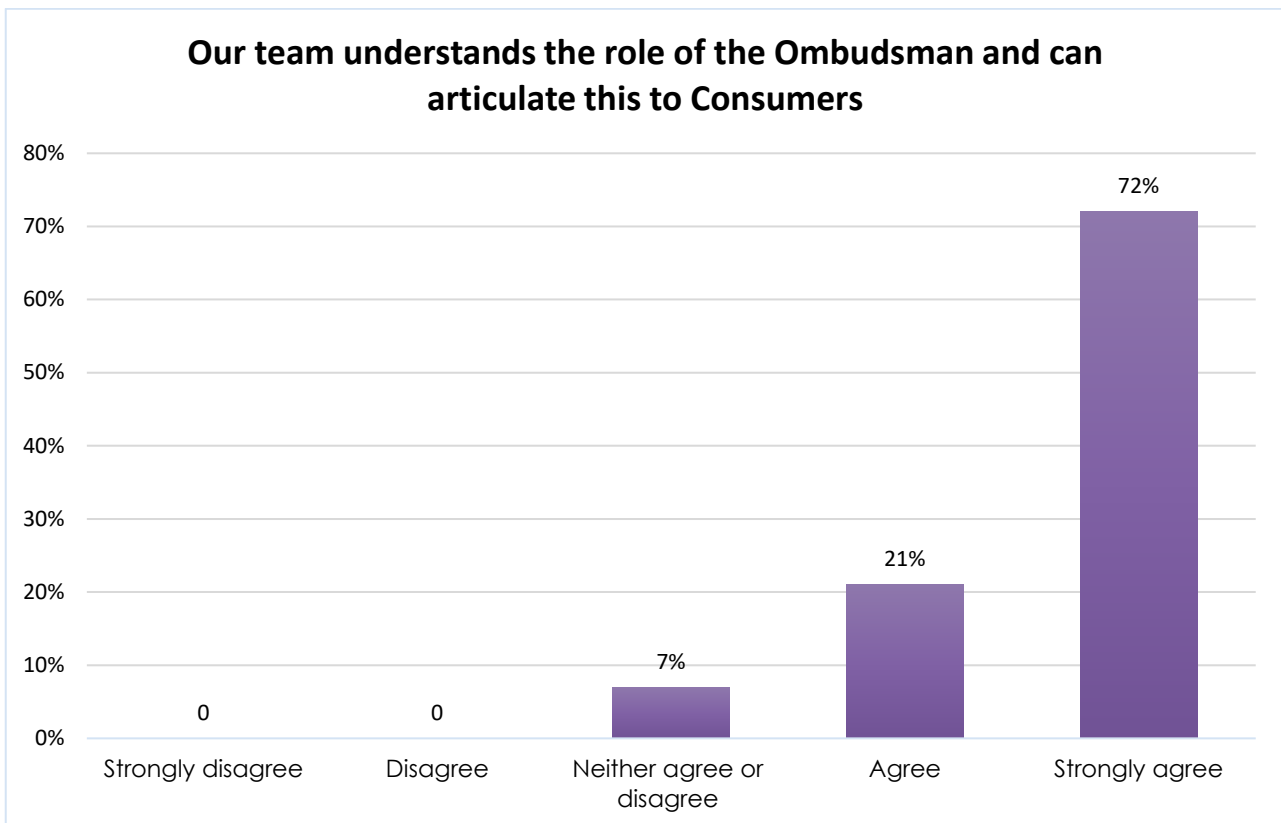
- Use of the Case Management System, with varied responses being noted.
- Service delivery with overall positive feedback being received. Suggestions for service improvements have been noted.
- Use of the member advice line with varied uptake being noted.
- Training and feedback from delegates, with positive feedback received on training delivered, and appetite for further courses on a number of themes.

- Review of materials published by the Rail Ombudsman, which showed positive uptake of the insight generated and an opportunity to enhance the Rail Ombudsman's scope.

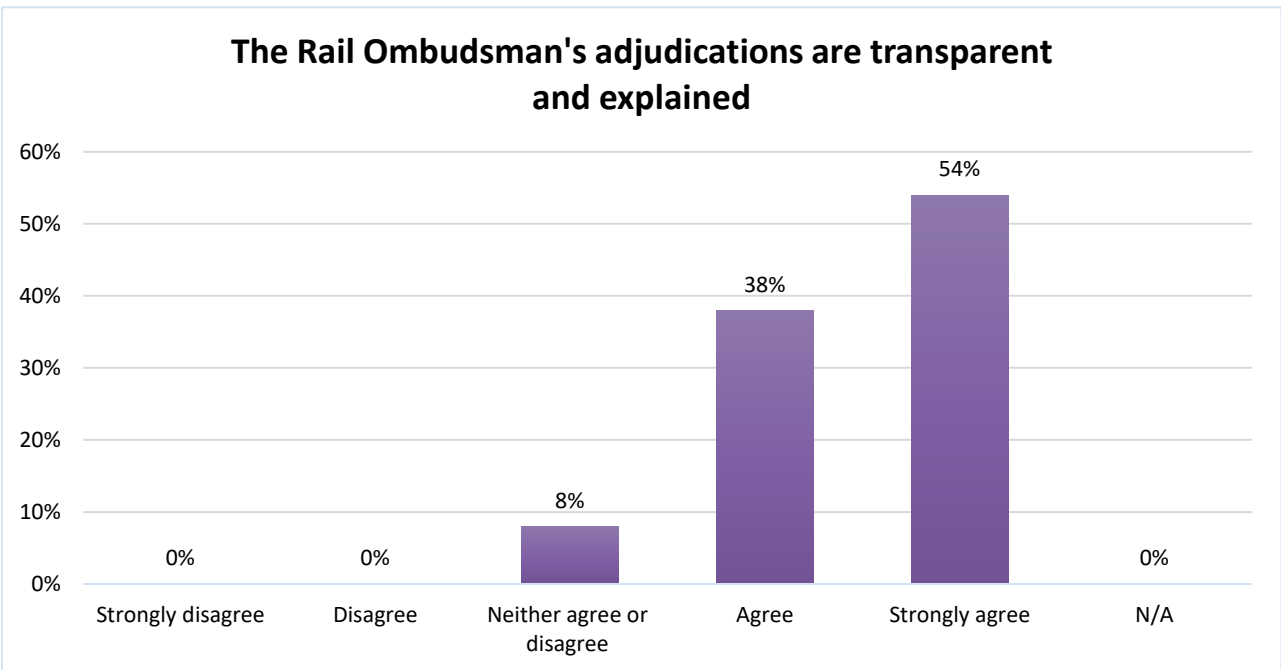
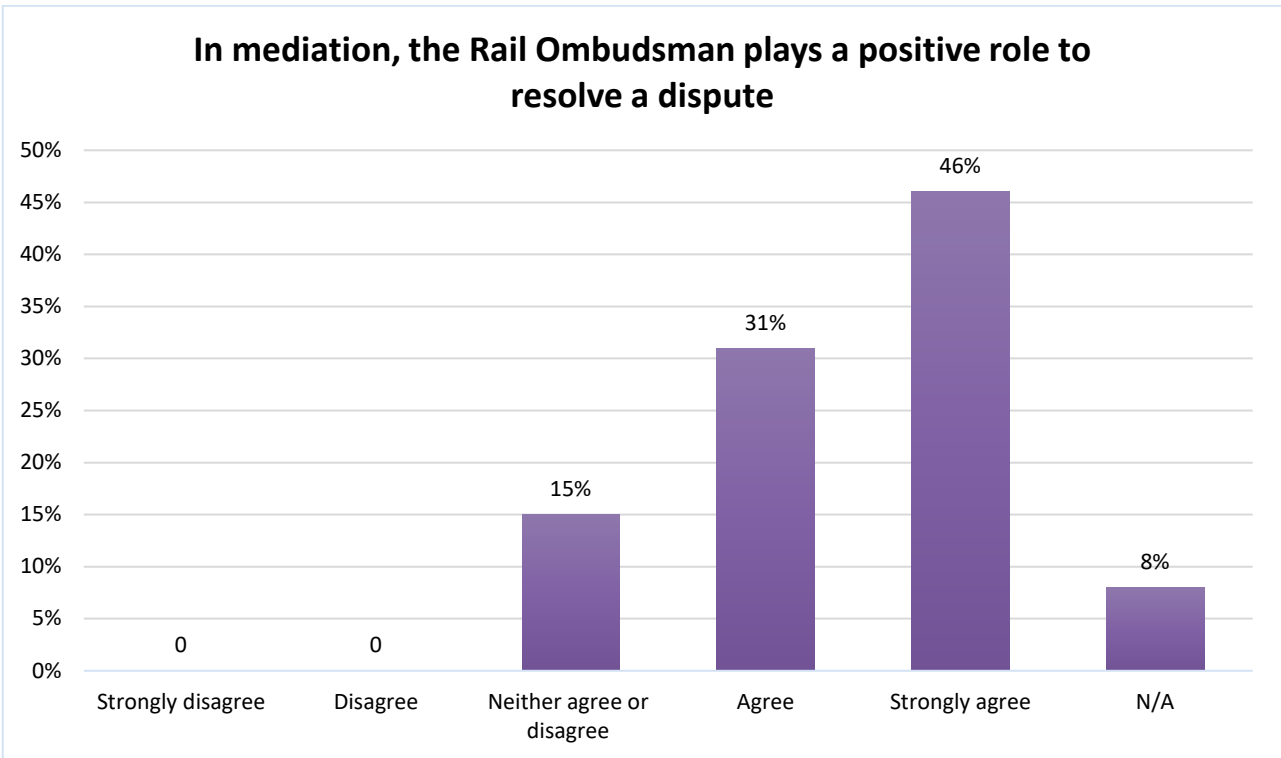
All feedback informs the Rail Ombudsman's approach to continuous improvement.

Responses

The role of the Rail Ombudsman

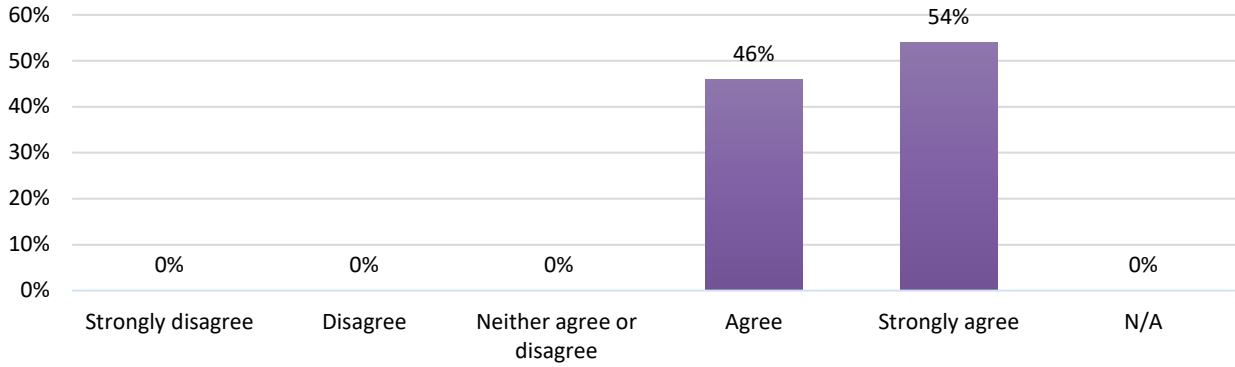


Resolving disputes



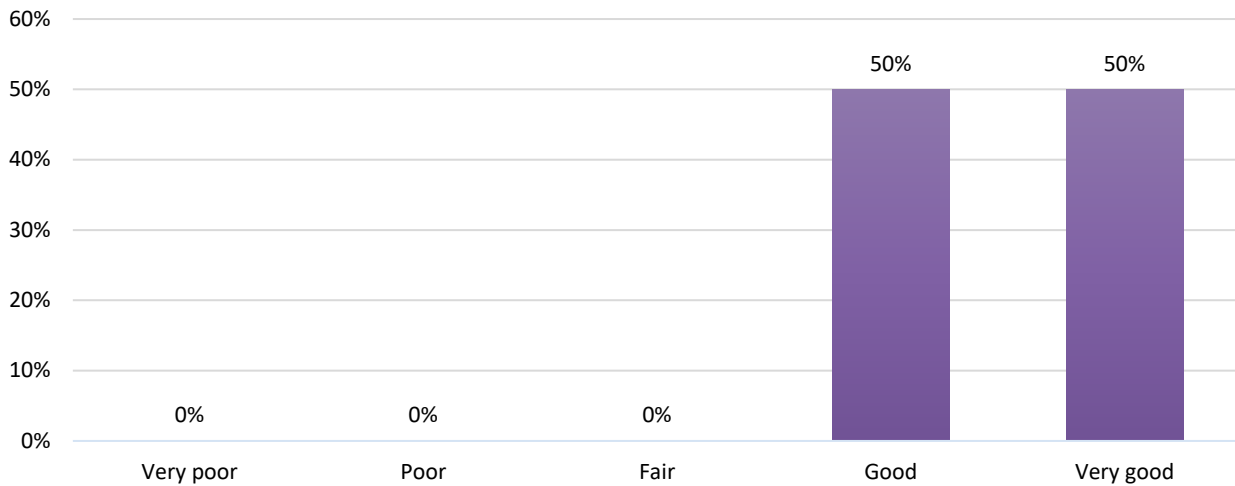


The Rail Ombudsman's adjudications are fair and impartial

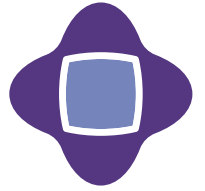


Service

The overall service provided by the Ombudsman to date has been:



The Rail Ombudsman



www.railombudsman.org