

Quarterly Statistical Report

Q3

Dates: 01/10/23 - 30/12/23



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 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.

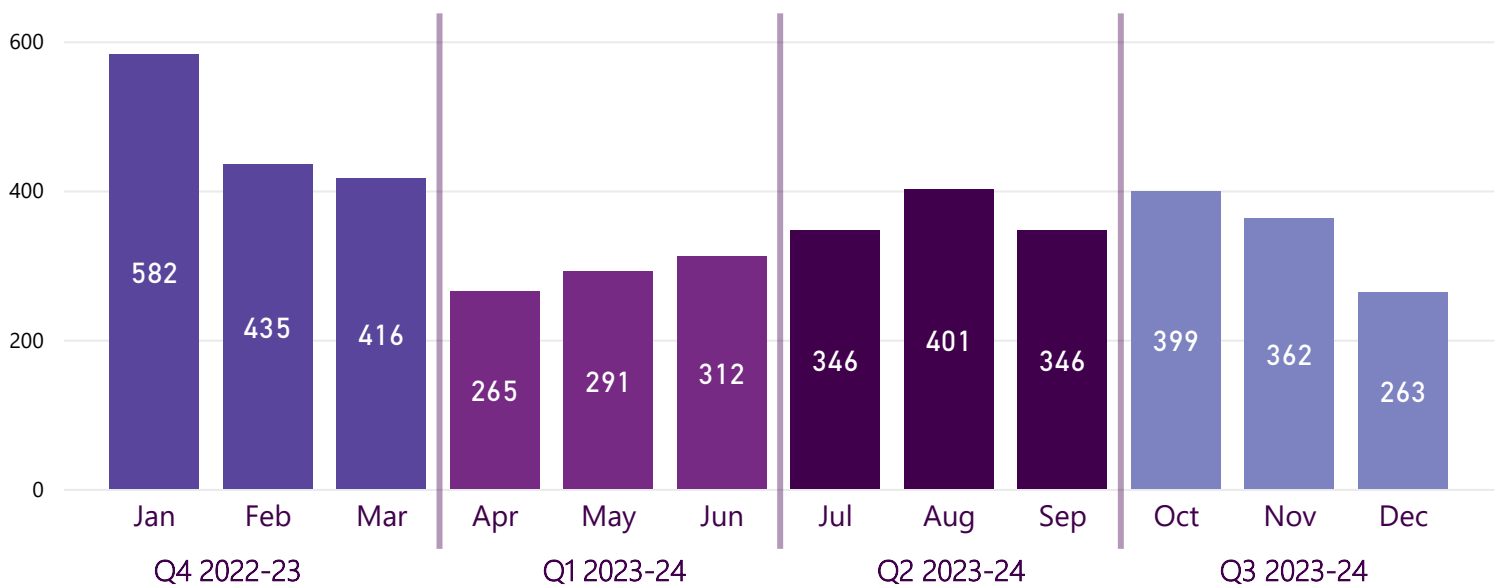


Quarter 3: Key Facts

	Q3 2023-24	vs Q3 2022-23	vs Q4 2022-23
New cases referred to the Rail Ombudsman	1024	-6%	-35%
Cases evaluated by the Rail Ombudsman	1085	+3%	-30%
% Cases found to be In Scope for the scheme	62%	+2 pp	-12 pp
% Cases referred to consumer advocacy bodies	9%	+1 pp	+5 pp
% Cases found to be Out of Scope: Ineligible	29%	-3 pp	+7 pp
Average financial award (where financial award secured)	£70	-9%	-26%

'Delay compensation schemes' remains the largest complaint category accounting for 33% of complaints evaluated this quarter. 'Complaints handling' is in second place with 17% of complaints and 'Train service performance' is the 3rd largest category with 16% of complaints this quarter.

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



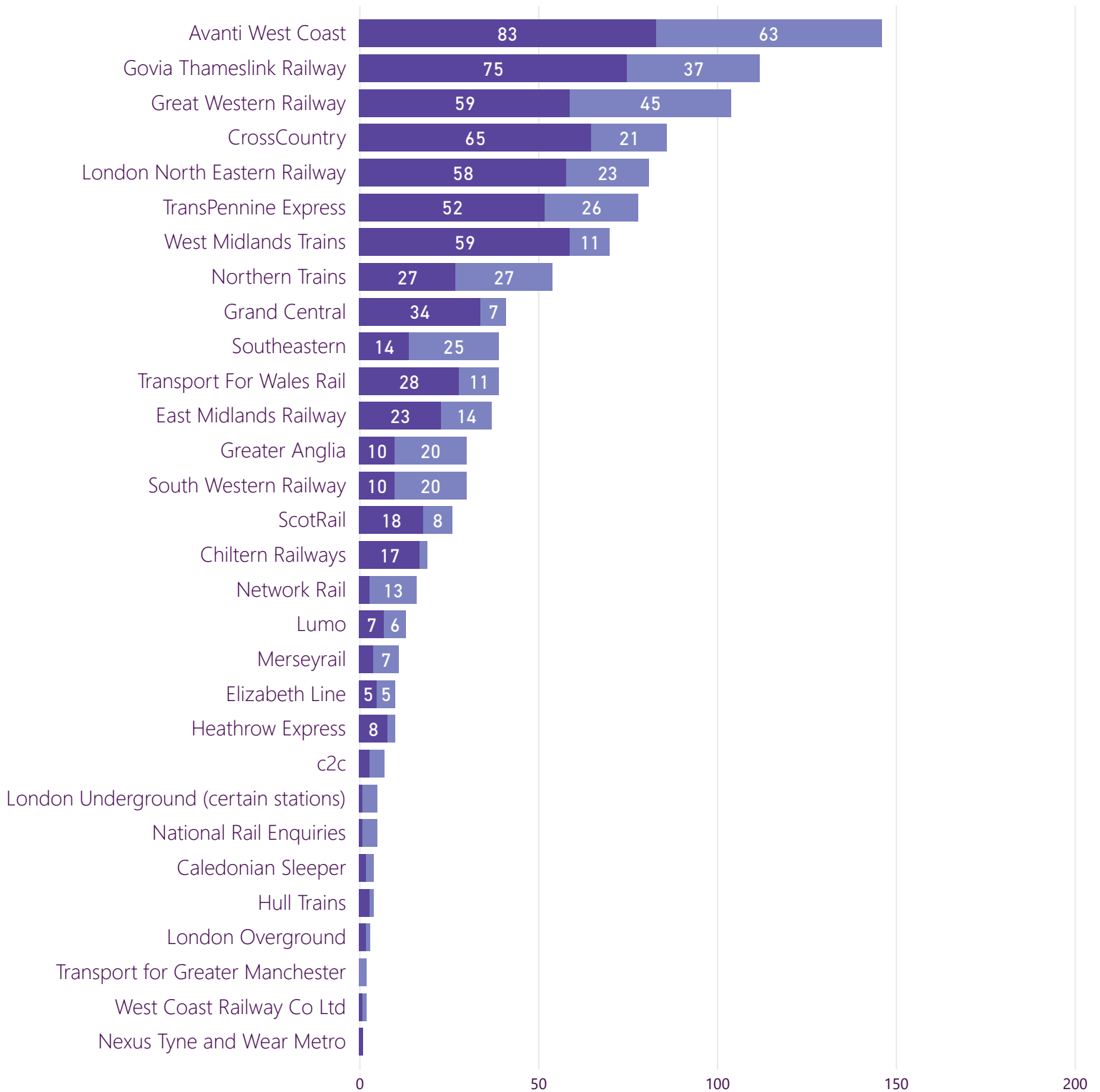
Total referred to the Rail Ombudsman in Quarter 3: 1024

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.

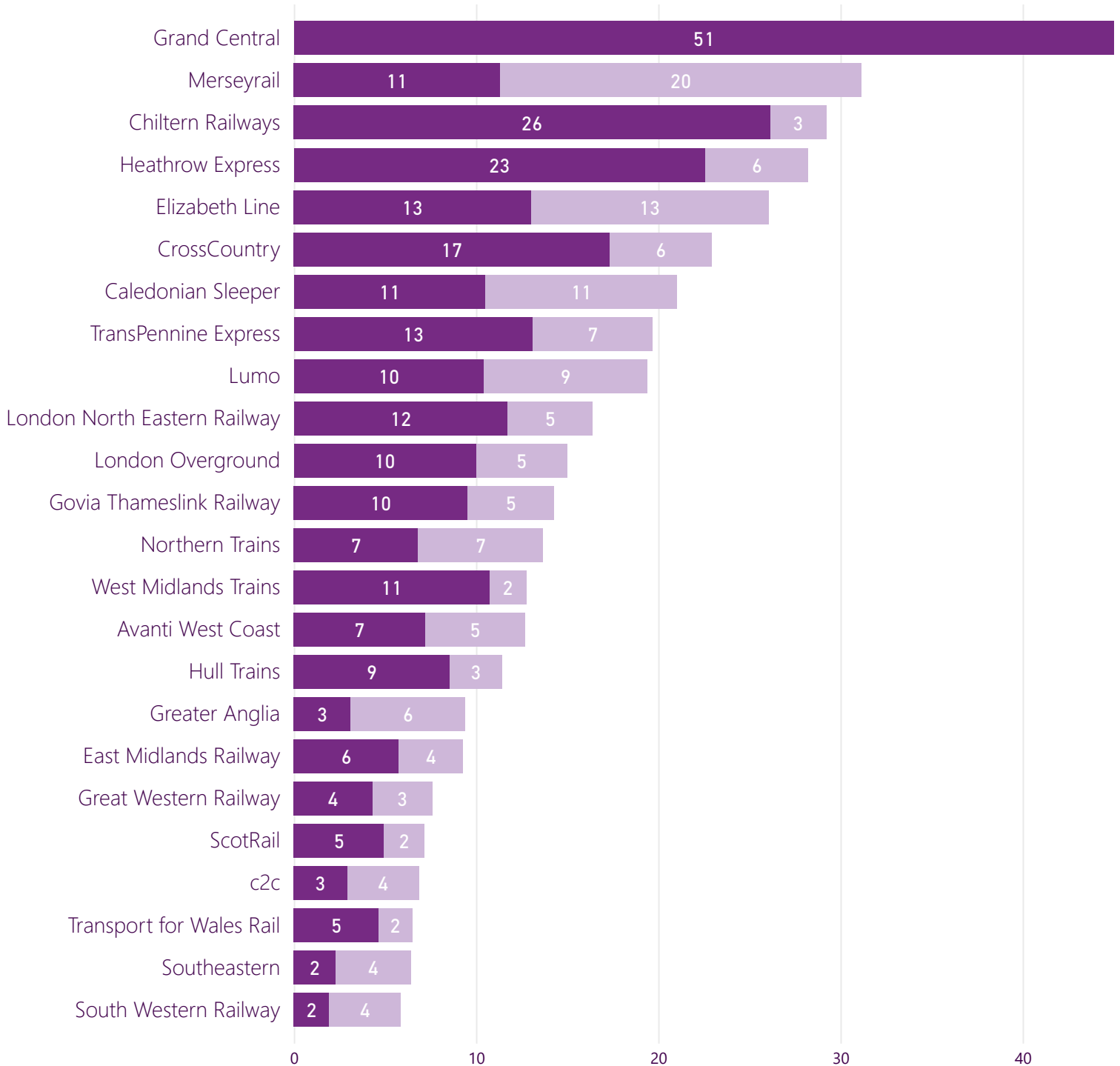
● In Scope ● Out of Scope



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

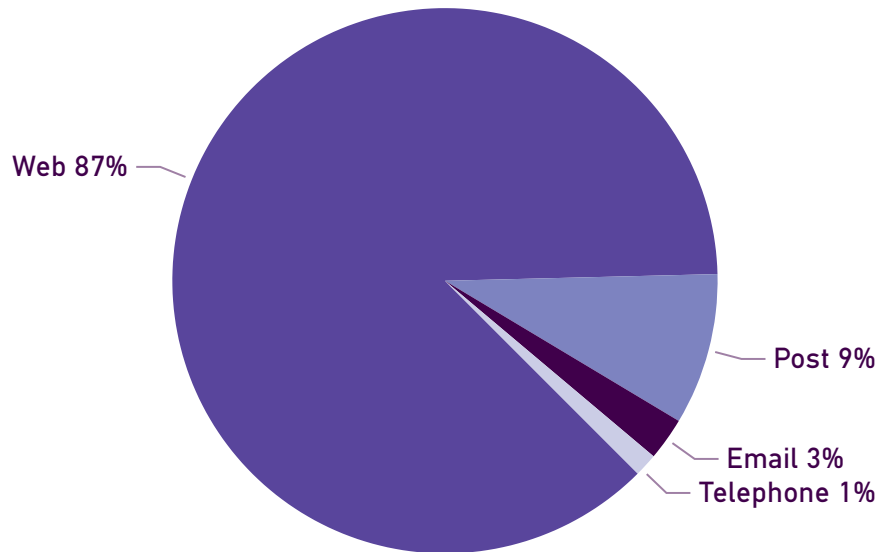


(Rail Operators' complaint volumes source: ORR)

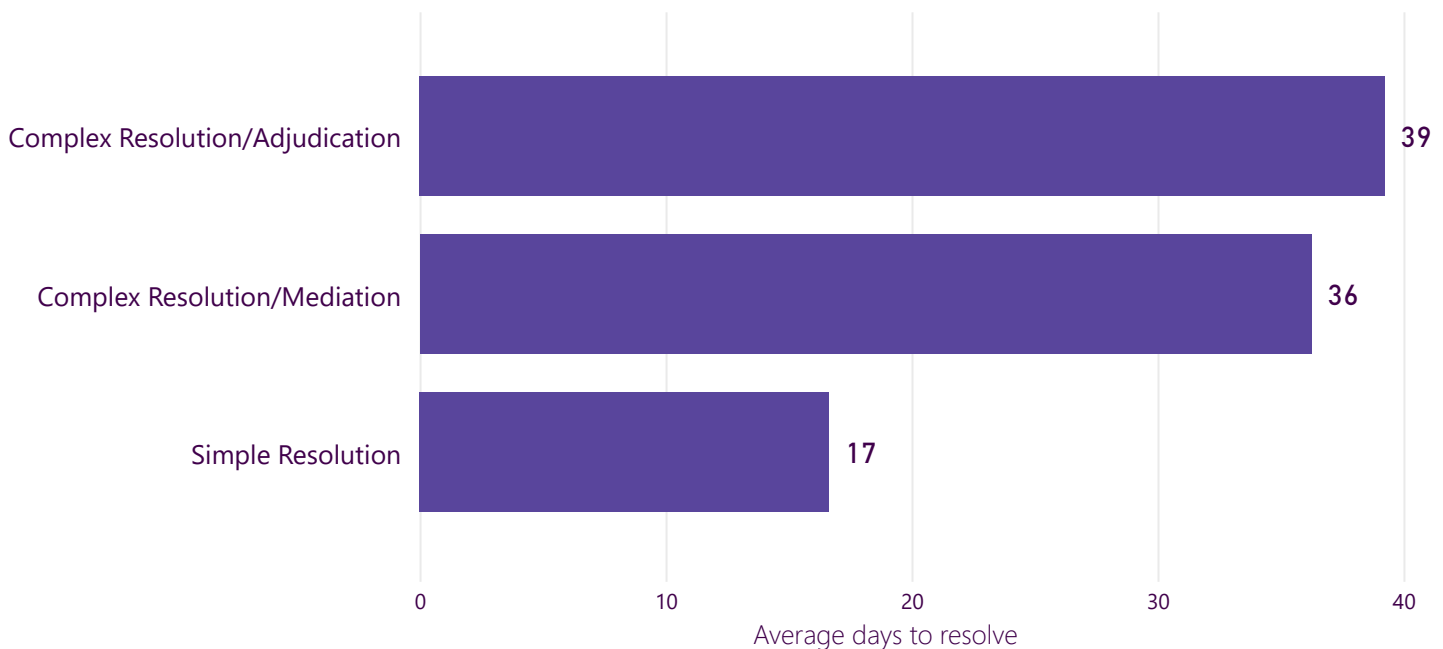
4. Channel used by Rail Passengers to refer complaints to the Rail Ombudsman

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	1118
Post	87
Email	40
Telephone	15
Total	1260



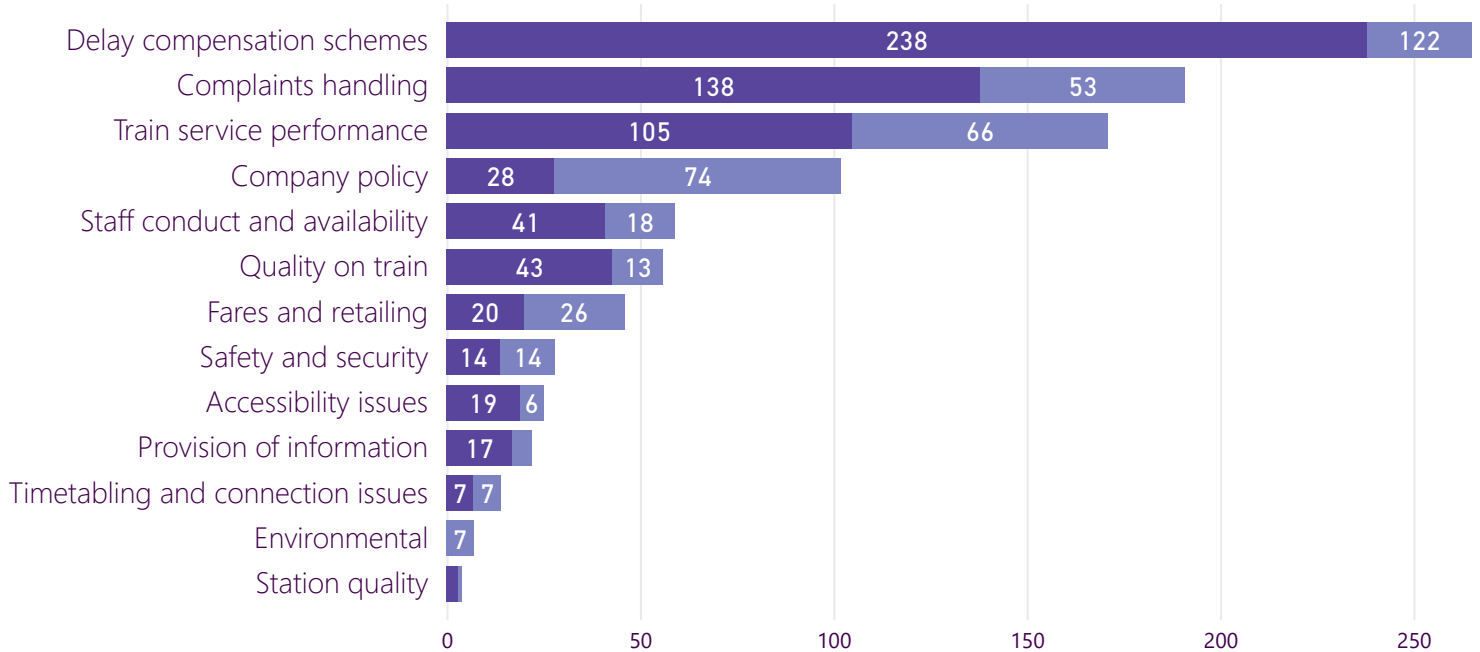
5. Average time to close In Scope complaints in working days



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 independent advice is necessary for a decision to be made.

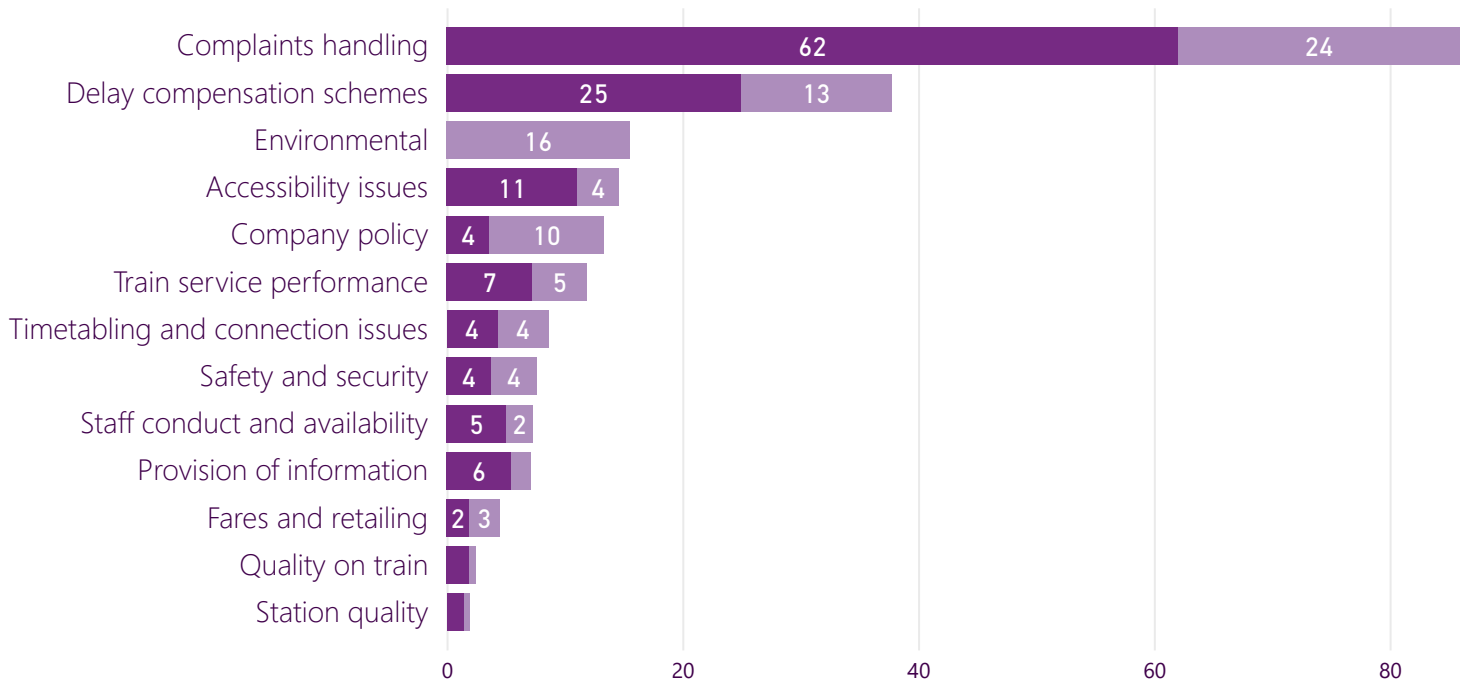
6. Complaints assessed by the Rail Ombudsman, by top level complaint category

● In Scope ● Out of Scope



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

● In Scope ● Out of Scope



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 Q2 (July-September 2023) 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	2
Accessibility issues	Assistance staff	5
Accessibility issues	Booked assistance not provided at station	7
Accessibility issues	Booked assistance not provided on train	1
Accessibility issues	Disabled toilets at station/on train	1
Accessibility issues	Lack of disabled facilities at station/on train	3
Accessibility issues	Participating Rail Operating Company accessibility policy	2
Accessibility issues	Quality of service from Help Points (including requesting assistance)	2
Accessibility issues	The ease of being able to get on and off	2
Company policy	Ticketing and refunds policy	102
Complaints handling	Complaint not received	5
Complaints handling	Complaints not fully addressed/fulfilled by Participating Rail Operating Company	86
Complaints handling	No response from Participating Rail Operating Company	35
Complaints handling	Other	1
Complaints handling	Response time	10
Complaints handling	Staff member was impolite/unhelpful	7
Complaints handling	Unhappy at type/level of compensation	47
Delay compensation schemes	Compensation claim rejected	162
Delay compensation schemes	Compensation claims process	97
Delay compensation schemes	Level of compensation	52
Delay compensation schemes	Participating Rail Operating Company processing error	2
Delay compensation schemes	Speed of response	47
Environmental	General appearance of station	2
Environmental	Noise pollution	2
Environmental	Overgrown vegetation	3
Fares and retailing	Other	2
Fares and retailing	Smartcards	5
Fares and retailing	Ticket buying facilities	22
Fares and retailing	Value for money of ticket price	17

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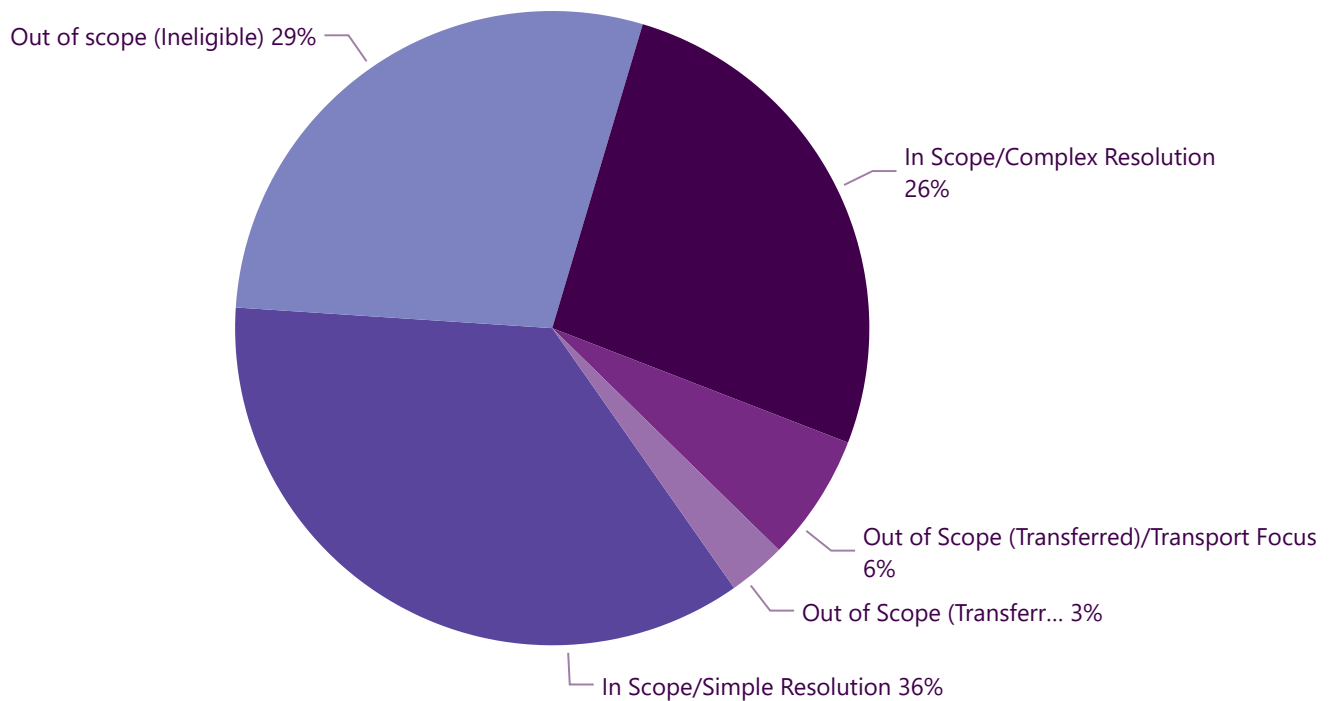
Top level category	Second level category	Vol. of complaints
Provision of information	Provision of information about train times/platforms	11
Provision of information	Provision of information on website or mobile apps	7
Provision of information	The provision of information during the journey	4
Quality on train	Cleanliness of train	1
Quality on train	Facilities onboard	17
Quality on train	Sufficient room for all passengers to sit/stand	27
Quality on train	The comfort of the seating area	1
Quality on train	The space for luggage	1
Quality on train	The toilet facilities	5
Quality on train	Upkeep and repair of the train	4
Safety and security	Other	1
Safety and security	Personal security onboard	18
Safety and security	Personal security whilst using station	9
Staff conduct and availability	How request to station staff was handled	4
Staff conduct and availability	The attitudes and helpfulness of the staff at station	32
Staff conduct and availability	The availability of staff - at station	2
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)	1
Staff conduct and availability	The helpfulness and attitude of staff on train	19
Station quality	The facilities and services	3
Station quality	The provision of shelter facilities	1
Timetabling and connection issues	Connections with other forms of public transport	3
Timetabling and connection issues	Connections with other train services	2
Timetabling and connection issues	Routing	3
Timetabling and connection issues	The frequency of the trains on that route	3
Timetabling and connection issues	The length of time the journey was scheduled to take (speed)	1
Timetabling and connection issues	Timetabling	2
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	171

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	388
Out of scope (Ineligible)	310
In Scope/Complex Resolution	285
Out of Scope (Transferred)/Transport Focus	70
Out of Scope (Transferred)/London TravelWatch	32
Total	1085

Of the 1085 complaints assessed in Quarter 3, 62% (673 complaints) were In Scope, 38% (412) were deemed to be Out of Scope and Ineligible for the scheme (58% of which were due to no deadlock letter provided). 9% (102) were transferred to consumer advocacy bodies. See chart 12 on page 11 for Out of Scope reasons.

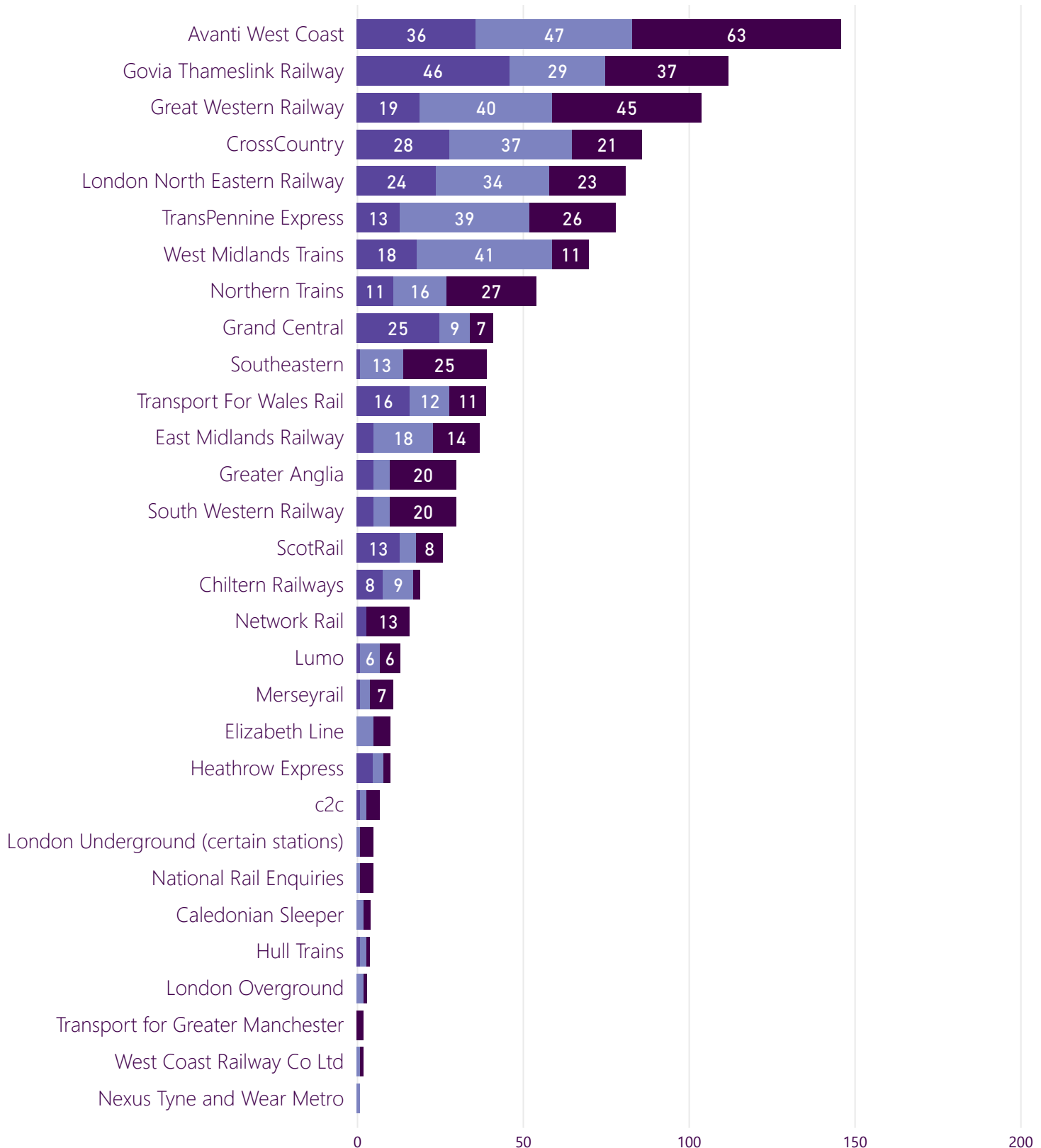


Note: Complaints assessed include complaints carried forward from the previous quarter as well as some of the new complaints referred to the Rail Ombudsman during this quarter.

10. Complaint classifications by Participating Rail Operating Company

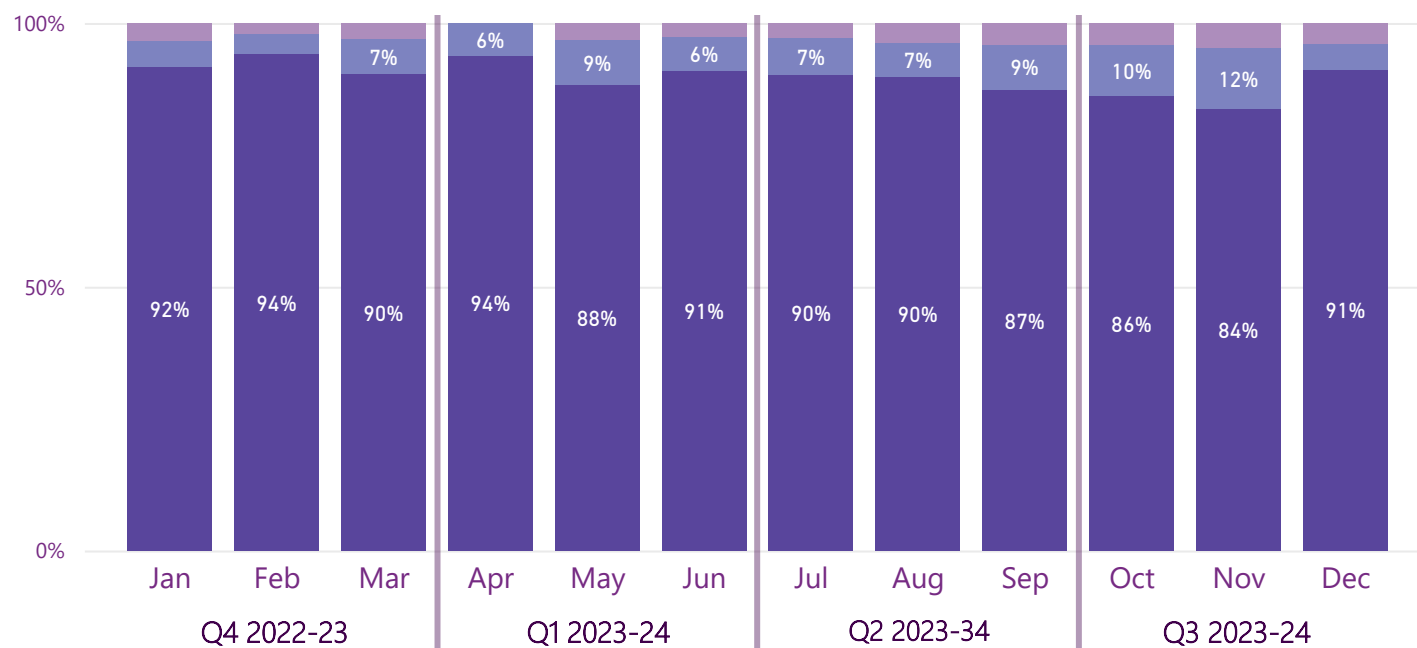
Complaints evaluated by the Rail Ombudsman during Quarter 4, by Participating Rail Operating Company.

● 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

Transferred to ● Retained by the Rail Ombudsman ● Transport Focus ● London TravelWatch



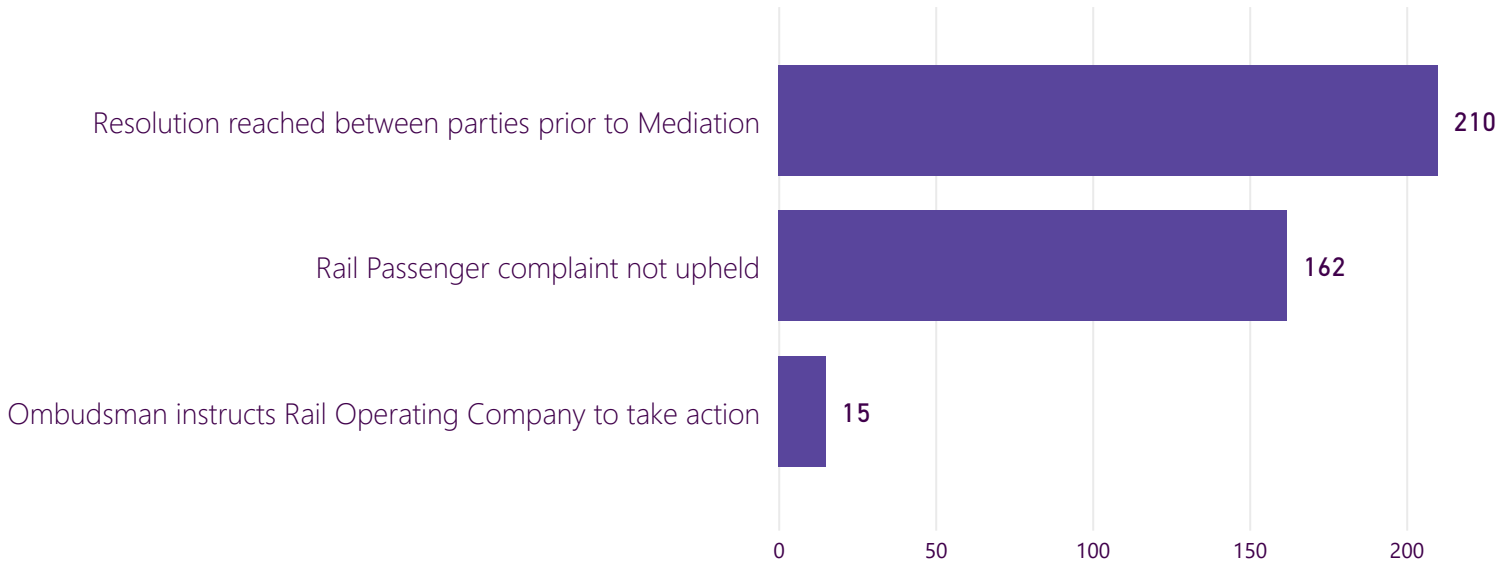
12. Out of Scope categories

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	240		240
Penalty fare appeals	2	59	61
Action being taken by alternative channel	32	12	44
Policy issues	4	27	31
Already settled	14		14
Residential or lineside issues	7		7
Personal injury claim	5		5
Campaigns/Petitions		3	3
Consumer withdrew	3		3
Business to business	1		1
Criminal claims		1	1
Incident date prior to Ombudsman launch	1		1
Planned service alterations/closures	1		1
Total	310	102	412

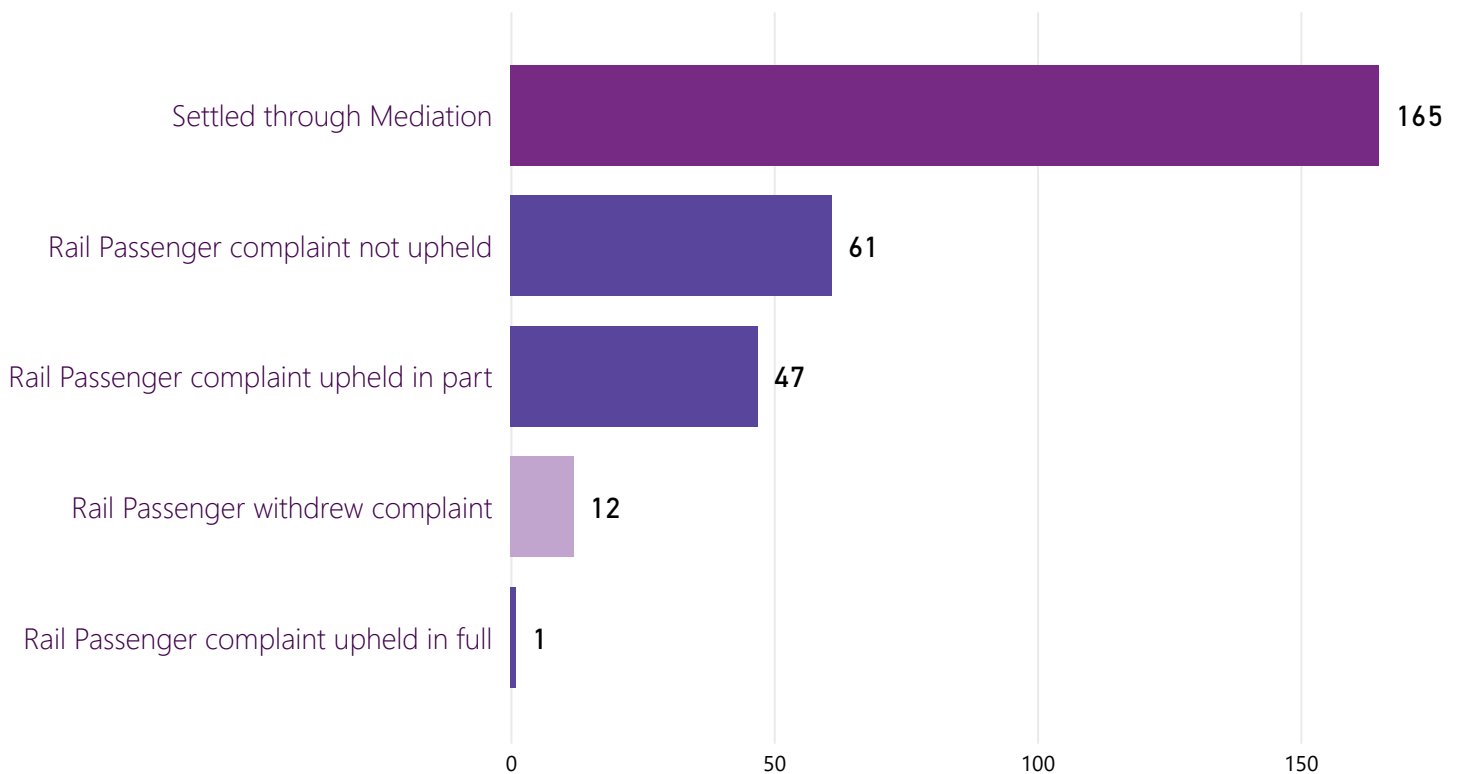
13. Simple Resolution case outcomes

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

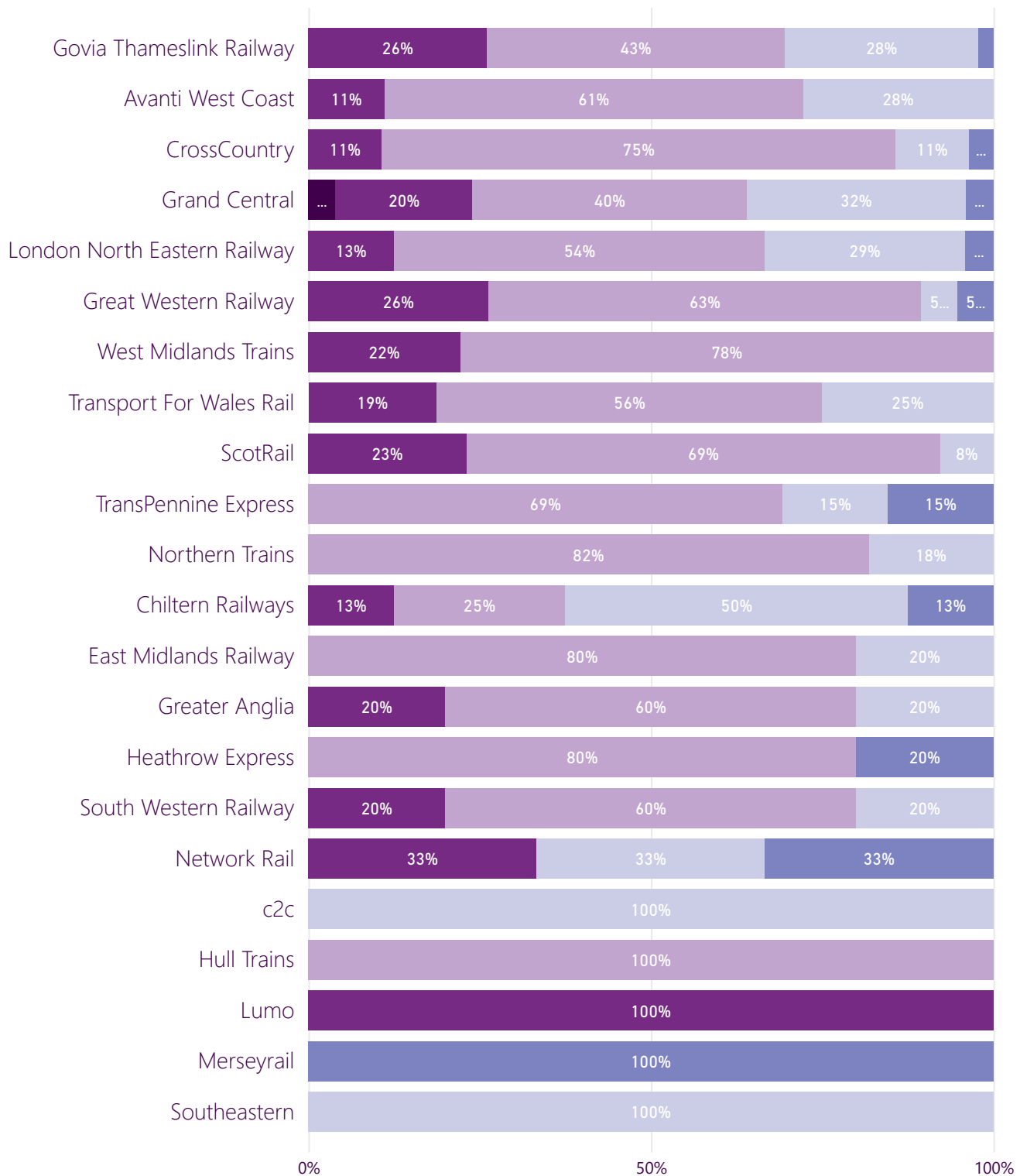
Outcomes of closed Simple Resolution cases by Participating Rail Operating Company.

Service Provider	Ombudsman instructs Rail Operating Company to take action	Rail Passenger complaint not upheld	Resolution reached between parties prior to Mediation	Total
Avanti West Coast	2	28	17	47
West Midlands Trains	2		39	41
Great Western Railway		15	25	40
TransPennine Express		6	33	39
CrossCountry	1	16	20	37
London North Eastern Railway	1	13	20	34
Govia Thameslink Railway	3	23	3	29
East Midlands Railway		4	14	18
Northern Trains		9	7	16
Southeastern	2	10	1	13
Transport For Wales Rail		7	5	12
Chiltern Railways	2	7		9
Grand Central	1	5	3	9
Lumo		1	5	6
Greater Anglia		1	4	5
ScotRail		3	2	5
South Western Railway		4	1	5
Elizabeth Line		2	2	4
Heathrow Express			3	3
Merseyrail		3		3
c2c		1	1	2
Caledonian Sleeper		1	1	2
Hull Trains	1	1		2
London Overground			2	2
London Underground (certain stations)			1	1
National Rail Enquiries			1	1
Nexus Tyne and Wear Metro		1		1
West Coast Railway Co Ltd		1		1
Total	15	162	210	387

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
No award made	967
Refund	855
A gesture or gift	742
Compensation	566
Complimentary service	322
Prescribed refund *	319
Apology	174
Explanation	174
Ticket reissue	13
Total	4132

* 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
£85

Largest financial award
made (inc. refund)
£1,166.80

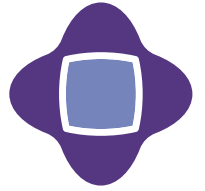


18. Resolution types and volume by Participating Rail Operating Company

Service Provider	A gesture or gift	Apology	Compensation	Complimentary service	Explanation	No award made	Prescribed refund *	Refund	Ticket reissue
▲									
Avanti West Coast	10	1	14	6	3	42	5	10	1
c2c			1			2		1	
Caledonian Sleeper Train			1			1			
Chiltern Railways		1	1	1	2	14			
Cross Country	6	3	19	3	5	21	16	3	
East Midlands Railway	6		8	3		5	3	7	
Elizabeth Line	1		1			3	2	2	
Govia Thameslink Railway	8	1	17	1	4	39	5	8	
Grand Central	3		9		1	16		10	
Great Western Railway	19	2	13	1	3	15	6	14	
Greater Anglia	3	1	1			3	3	3	
Heathrow Express	1			1		1		7	
Hull Trains	1					2			
London North Eastern Railway	12	1	14	4	2	26	4	13	
London Overground		1	1					2	
London Underground (certain stations)	1							1	
Lumo	2		3			1		2	
Merseyrail						4			
National Rail Enquiries					1				
Network Rail			1		1	1			
Nexus Tyne and Wear Metro						1			
Northern Trains	2	2	4	5		11	4	5	
ScotRail	1	1	5	1	2	4	1	5	
South Western	1		1		1	6	2		
Southeastern	1					13		1	
TransPennine Express	30		22			10	7	10	
Transport For Wales Rail	8	1	6	1	1	11	2	4	
West Midlands Trains	12	2	22	18	2	3	12	17	
Total	128	17	164	45	28	255	72	125	1

* paid in accordance with the delay repay

The Rail Ombudsman



www.railombudsman.org

Dates: 01/10/23 -31/12/23