

The Rail Ombudsman complaint application form

Rail Ombudsman, 1st Floor, Premier House, Argyle Way,
Stevenage, Hertfordshire SG1 2AD

GUIDANCE

Before completing the Application Form

We recommend that you read our [Consumer Guide](#) and [frequently asked questions](#) (FAQs) which details how our process works, the evidence that we may ask you for, how we investigate and how we make our decisions. Please note the following:

We can only consider your complaint if the Service Provider is part of our service. You can find the list of **Service Providers** who are part of our service at Annex A of this form. You can also find this on our website at www.railombudsman.org

Prior to contacting us, you should always try and resolve your complaint directly with the Service Provider first. The Rail Ombudsman can only accept your complaint after you have contacted the service provider and if:

- 1) they haven't resolved your complaint within 40 working days of them receiving your complaint; or

2) you're unhappy with their final response which was contained in a letter /e-mail (sometimes called a "deadlock letter").

Unless there are exceptional circumstances, you must complain to us within 12 months of any final response from the Service Provider. We cannot accept your complaint if you have already accepted an offer from the service provider to resolve your complaint.

Completing the Application Form

Please ensure you provide all relevant information and evidence regarding your complaint to help us review your complaint as quickly and effectively as possible.

If you need support completing this form, or if you require it in another format, please do not hesitate to get in touch with the team. We want to make sure that our service is simple and easy to use, whatever your needs. So, if you do have any specific needs or preferences, please let us know and we will adjust where we can.

You can contact us by:

Telephone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

Online chat: www.railombudsman.org

Twitter: @RailOmbudsman

Additional guidance on how to complete this form can also be found in Annex A.

Please send your completed form by e-mail to info@railombudsman.org or free of charge by post to **FREEPOST - Rail Ombudsman**

What happens Next?

Once we receive your application form, we will give you a reference number – please quote this in all contact with us.

Please note that some disputes are out of scope for the Rail Ombudsman which means we may not be able to investigate it further.

For more information about the Rail Ombudsman process and the types of complaints we cover, please see our [Consumer Guide](#) and [FAQs](#).

Application Form

For Office Use Only

Reference Number:

Section 1 – Your Details

Title:

Forename(s):

Surname:

Address Line 1:

Address Line 2:

Town/City:

County:

Post Code:

Telephone No:

E-Mail Address:

Preferred Method of Contact:

Section 2 – Representation (if applicable)

If you would like to nominate another individual to act on your behalf as your nominated representative, please provide their contact details below.

By completing these details, you are authorising the Ombudsman to contact and discuss directly with the nominated representative regarding your complaint. Before providing their details please ensure that you have the nominated representative's agreement for you to share their details for this purpose. Please note, if you are under 16 years old, you must have a representative, such as a parent, guardian or friend, who is 16 years old or above.

Title:

Forename(s):

Surname:

Address Line 1:

Address Line 2:

Town/City:

County:

Post Code:

Telephone No:

E-Mail Address:

Preferred Method of Contact:

Section 3 – Details of your Complaint

Reference number provided by the Service Provider (if known):

Name of Service Provider:

Date of Incident:

Deadlock Letter Reference (if applicable):

Date complaint was raised with the Service Provider:

How did you raise your complaint?:

Please outline the journey undertaken (if applicable), highlighting the affected portion(s) of this:

Where did you purchase your ticket from?:

Please provide a written summary of your complaint, including why you think it is justified?:

What (if anything) has the Service Provider done so far to try to resolve your complaint:

Please state why you are not happy with the remedy provided by Service Provider:

Please state the nature of the remedy that you require (i.e. apology, refund, compensation):

Has your complaint been raised with any bodies? We may need to request details of this through our process?:

Please provide any further details that you feel may assist us in accessing your complaint:

Have you raised a complaint with Rail Ombudsman before?:
yes No

Data Protection and Privacy

The Dispute Resolution Ombudsman Limited who operates the Rail Ombudsman is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882).

We will keep records of the information that you give us. This helps us to monitor the progress of your case and produce statistics that we may publish. We will also collect information in connection with your case from the other parties involved. As part of our process we may share the information that you provide to us. You can find out how we use your data in our Privacy Notice which is enclosed with this form and which can be found on our website at www.railombudsman.org

Please read our Privacy Notice before signing this application form.

Your Declaration and Agreement

By signing this application form I acknowledge that the information that I have supplied is true and accurate to the best of my knowledge and belief. I have read the Privacy Notice on how my data will be used by the Rail Ombudsman. I agree to my complaint being reviewed by the Rail Ombudsman and I agree to my data being held, used and shared by the Rail Ombudsman in accordance with the Privacy Notice.

Where I have supplied any Special Categories of Personal Data (as explained in the Privacy Notice), by ticking this box below I consent to the Rail Ombudsman using my data for the proper and reasonable administration of my claim.

I consent to the Rail Ombudsman using my data for the proper and reasonable administration of my claim.

I understand that I may withdraw my claim at any time. I understand that where the Rail Ombudsman makes a decision on my claim, I am not bound to accept it. If I do choose to accept the decision, I understand that I must do so within 20 working days of the decision and if I accept, the decision will be in full and final settlement. I understand that where the Rail Ombudsman makes a decision, I may not be able to rely on previous offers made by the Service Provider. The Service Provider will be bound by the Rail Ombudsman's decision if I accept.

Signature:

Name:

Date:

Representative's Agreement (if applicable)

I agree to act as a nominated representative and have agreed to my information being shared with and processed by the Rail Ombudsman in accordance with its Privacy Notice.

Representing [Full Name]:

Signature:

Name:

Date:

Please send your completed form either free of charge by post to **Freepost Rail Ombudsman** or by e-mail to info@railombudsman.org

Additional Guidance

Question	Options
Preferred Method of contact	Email Post Telephone Through Representative
Name of Service Provider	A list of Rail ADR Scheme members are as follows: <ol style="list-style-type: none"> 1. c2c 2. Caledonian Sleeper 3. Chiltern Railways 4. Cross Country 5. East Midlands Trains 6. Gatwick Express 7. Grand Central 8. Great Northern 9. Great Western Railway 10. Greater Anglia 11. Hull Trains 12. London North Eastern Railway 13. Merseyrail 14. National Rail Enquiries

Question	Options
	<ul style="list-style-type: none"> 15. Network Rail 16. Northern 17. ScotRail 18. Southeastern 19. Southern 20. South Western Railway 21. Thameslink 22. Transpennine Express 23. Transport for Wales 24. Virgin Trains 25. West Midlands Railway
<p>How did you raise your complaint with the Service Provider?</p>	<p>E-Mail</p> <p>Letter/Post</p> <p>Webform</p> <p>Twitter</p> <p>Other – please state</p>
<p>Where did you purchase your ticket from?</p>	<p>Service Provider's Website</p> <p>ebookers.com</p> <p>Megatrain.com</p> <p>MyTrainTicket</p>

Question	Options
	<p>Raileasy</p> <p>Redspottedhanky.com</p> <p>Trainline</p> <p>On Train</p> <p>Ticket office (at a station)</p> <p>Ticket Vending Machine (at a station)</p> <p>Other – please state</p>
<p>Has your dispute been raised with any bodies? We may need to request details of this through our process?</p>	<p>Solicitor</p> <p>Court</p> <p>Transport Focus</p> <p>London Travel Watch</p> <p>Other – please state</p>

End of document.