

The Alternative Dispute Resolution for Consumer  
Disputes (Competent Authorities and Information)  
Regulations 2015

Schedule 5  
Annual Activity Report

26th November 2018 - 25th November 2019

## Activity Report: Year Ending 2019

### Scope Definitions:

**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.

## SCHEDULE 5 Regulation 11(2)

Information to be included in an ADR entity's annual activity report:

a) the number of domestic disputes and cross-border disputes the ADR entity has received;

3073 cases (excluding duplicates).

b) the types of complaints to which the domestic disputes and cross-border disputes relate;

Unresolved customer complaints about train companies and rail service providers.

c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

The Rail Ombudsman carried out no systemic reviews during 2019, this being our first year of operation. However, we work with our members on an ongoing basis through the provision of training and advice in order to raise standards, facilitate the exchange of information and promote best practice.

d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

The Rail Ombudsman will make recommendations where it deems it appropriate on a case by case basis. If required, we will liaise with the regulator and/or the industry to share any learnings.



e) the number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total disputes transferred or deemed ineligible (out of scope): 1550. Of the defined categories below, there were 642, categorised as follows:

a) 95%

b) 0%

c) 5%

d) 0%

e) 0%

f) 0%

f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;

*During 2019, no cases were discontinued due to operational reasons.*

g) the average time taken to resolve domestic disputes and cross-border disputes;

*The average time to close **In Scope** disputes in 2019 was 20.1 days.*

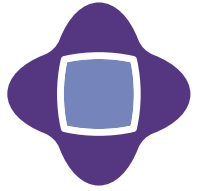
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;

*During 2019, there were no reported instances of non-compliance.*

i) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.

*No such co-operation was required in 2019 where 47 cross-border disputes were received but administered in accordance with our usual process.*

The Rail  
Ombudsman



[www.railombudsman.org](http://www.railombudsman.org)