

## 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](http://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

SMS: 07427 580 060 / Textphone: 0330 094 0363

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Twitter: @RailOmbudsman

Additional guidance on how to complete this form can also be found at the end of this form.

Please send your completed form by e-mail to [info@railombudsman.org](mailto: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:		Town/City:	
Address Line 2:		County:	
Telephone No:		Post Code:	
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:		Town/City:	
Address Line 2:		County:	
Telephone No:		Post Code:	
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?	<table border="1"> <tr> <td>Yes</td> <td><input type="checkbox"/></td> <td>No</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		

**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](http://www.railombudsman.org). Please read our [Privacy Notice](#) before signing this application form.

**By signing this application form, you agree to the Rail Ombudsman holding and using your information in accordance with our Privacy Notice.**

**Your Declaration and Agreement**

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 to my data being held, used and shared in accordance with the Privacy Notice.

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.

<b>Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

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

<b>Additional Guidance</b>																																																					
<b>Question</b>	<b>Options</b>																																																				
Preferred Method of contact	Email Post Telephone Through Representative																																																				
Name of Service Provider	A list of Rail ADR Scheme members are as follows:  <table border="0"> <tr> <td>Avanti West Coast</td> <td>North Yorkshire Moors Railway</td> </tr> <tr> <td>c2c</td> <td>Pre Metro Operations ScotRail</td> </tr> <tr> <td>Caledonian Sleeper</td> <td>SLC Operations</td> </tr> <tr> <td>Chiltern Railways</td> <td>Southeastern</td> </tr> <tr> <td>Cross Country</td> <td>Southern</td> </tr> <tr> <td>East Midlands Railway</td> <td>South Western Railway</td> </tr> <tr> <td>Gatwick Express</td> <td>South Yorkshire Supertram</td> </tr> <tr> <td>Glasgow Prestwick Airport</td> <td>Swanage Railway</td> </tr> <tr> <td>Grand Central</td> <td>Thameslink</td> </tr> <tr> <td>Great Northern</td> <td>TfL Rail</td> </tr> <tr> <td>Great Western Railway</td> <td>Transpennine Express</td> </tr> <tr> <td>Greater Anglia</td> <td>Transport for Greater Manchester (Horwich Parkway)</td> </tr> <tr> <td>Heathrow Express</td> <td>Transport for Wales</td> </tr> <tr> <td>Hull Trains</td> <td>Vintage Trains</td> </tr> <tr> <td>Locomotive Services</td> <td>West Coast Railways</td> </tr> <tr> <td>London North Eastern Railway</td> <td>West Midlands Railway</td> </tr> <tr> <td>London Overground</td> <td></td> </tr> <tr> <td>London Southend Airport</td> <td></td> </tr> <tr> <td>London Underground*</td> <td></td> </tr> <tr> <td>Lumo</td> <td></td> </tr> <tr> <td>Merseyrail</td> <td></td> </tr> <tr> <td>Mitie - Ashford International</td> <td></td> </tr> <tr> <td>National Rail Enquiries</td> <td></td> </tr> <tr> <td>Network Rail</td> <td></td> </tr> <tr> <td>Nexus</td> <td></td> </tr> <tr> <td>Northern</td> <td></td> </tr> </table>	Avanti West Coast	North Yorkshire Moors Railway	c2c	Pre Metro Operations ScotRail	Caledonian Sleeper	SLC Operations	Chiltern Railways	Southeastern	Cross Country	Southern	East Midlands Railway	South Western Railway	Gatwick Express	South Yorkshire Supertram	Glasgow Prestwick Airport	Swanage Railway	Grand Central	Thameslink	Great Northern	TfL Rail	Great Western Railway	Transpennine Express	Greater Anglia	Transport for Greater Manchester (Horwich Parkway)	Heathrow Express	Transport for Wales	Hull Trains	Vintage Trains	Locomotive Services	West Coast Railways	London North Eastern Railway	West Midlands Railway	London Overground		London Southend Airport		London Underground*		Lumo		Merseyrail		Mitie - Ashford International		National Rail Enquiries		Network Rail		Nexus		Northern	
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How did you raise your complaint with the Service Provider?	E-Mail Letter/Post Webform Twitter Other – please state																																																				
Where did you purchase your ticket from?	Service Provider's Website ebookers.com Megatrain.com MyTrainTicket Raileasy Redspottedhanky.com Trainline On Train Ticket office (at a station) Ticket Vending Machine (at a station) Other – please state																																																				
Has your dispute been raised with any bodies? We may need to request details of this through our process.	Solicitor Court Transport Focus London Travel Watch Other – please state																																																				