

ANNUAL REVIEW

2022



Inspiring consumer confidence

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“ Consumer protection is particularly important during these times of economic turbulence which is negatively affecting millions of households. ”



The Rail Ombudsman continues to play a critical role in the effective functioning of consumer protection within the domestic railway system. Consumer protection is particularly important during these times of economic turbulence which is negatively affecting millions of households. Complaining does little to ease what is already an anxious time for those going about their daily commute especially when their incomes are being squeezed. The cost and quality of all services are under the spotlight at present which is why good Ombudsman services, like ours, can assist industries to identify gaps and help raise industry standards.

The last few years have brought with them many difficult periods which is why it is more important than ever that our teams of qualified staff are there for everyone that needs them. Since 2018 it has been an honour to lead the Rail Ombudsman. Delivering fair, independent and effective dispute resolution is at the heart of everything that we do and although we can be proud of our achievements to date we shall never be complacent.

It is a pleasure to present our Annual Review and I hope you find our data informative.

Kevin Grix
CEO and Chief Ombudsman



Approved by Government under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

OMBUDSMAN
ASSOCIATION

Full member of the
Ombudsman Association



City & Guilds approved training centre



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“The Rail Ombudsman is very pleased to share some of the insights and impacts that we have made within the Rail landscape in our 4th Annual Review. We have continued to provide a forum in which rail service users can bring their individual disputes, obtain recourse, and redress that is due to them; whilst also sharing insights more broadly with rail service providers, the regulator and sector as a whole so that service improvements, and the information that is available about these services, can be improved and these important lessons learned.”

When I look back and reflect on my first foreword to the UK's first Rail Ombudsman's Annual Review, I said that I was looking forward to increasing the positive impact of the Rail Ombudsman to provide recourse and continued improvement in the year to come. Now in its fourth year of operation, I am proud of the journey that the team has been on. Customer satisfaction continues to grow year-on-year and the Rail Ombudsman has an Trustpilot score rating of excellent, indicating just how keen service-users are to tell others about the positive impact that the Rail Ombudsman staff have had on their experience. During 2022, we saw an increase in both contacts and cases with 74% of consumers with an in-scope case receiving a full or partial award in their favour and our most recent survey by market research company Ipsos, reveals that consumers remain likely to reuse (67%) and recommend (65%) the Ombudsman.

The Rail Ombudsman has continued to add impact in the recommendations it makes, and I am pleased that the value that these provide to consumers, the rail service providers and other stakeholders has been recognised in the Office of Rail and Road's new Code of Practice for complaint handling. Having consulted in 2022, the new Code of Practice (which came into effect in April 2023) will mean that rail service providers must give consideration to these and provide evidence of action taken when requested to by the regulator. It is testament to the team that the quality of these recommendations, derived from their unparalleled understanding the sector, with its many complexities, has led to a strengthening of the status of Rail Ombudsman recommendations and the important role they play in improving the experience of passengers.

A key theme for 2022 has been surrounding the provision of information, particularly during disruption due to bad weather and strike action. The Rail Ombudsman has made suggestions to improve the clarity of messaging during strikes, storms and other disruption, particularly where Do Not Travel notices are in force and may cause additional confusion (and thereby frustration) for consumers who are trying to get from A-B. That timetables can be amended at relatively short notice, which can impact journey planning and any redress that might be available, is not something that is widely appreciated. Asking the industry to be clearer about what this means in practice and what options are available to people when they plan their journeys has been a key theme and reflected in enhanced case studies designed to pass this information on to consumers.

In other cases, the provision of information and how this is communicated to consumers continues to be a theme. We have asked rail service providers to be clearer about communicating technical rail information (for example relating to the complicated ticketing arrangements) to consumers, to consider the channels of information to ensure they are inclusive and that where printed information has a shelf-life and is updated, particularly where important information such as postal addresses changes. We have also looked at the provision of information during disruption to improve information about rail replacement service and last-minute cancellations.

By ensuring the information is clear, available in the formats and channels that their passengers are familiar and comfortable with using and kept up-to-date can only serve to improve the passenger experience, even during times of disruption.

The Rail Ombudsman is very pleased to share some of the insights and impacts that we have made within the Rail landscape in our 4th Annual Review. We have continued to provide a forum in which rail service users can bring their individual disputes, obtain recourse, and redress that is due to them; whilst also sharing insights more broadly with rail service providers, the regulator and sector as a whole so that service improvements, and the information that is available about these services, can be improved and these important lessons learned.

Judith Turner
Deputy Chief Ombudsman

About us

We are an independent, not-for-profit organisation approved by the Chartered Trading Standards Institute and validated as a Full Member of the Ombudsman Association.

Our vision

Our vision is to work with the rail industry to inspire consumer confidence and resolve complaints without the need for costly litigation. We are neither a consumer champion nor a trade body. We operate independently to ensure fairness in every case.

What do we do?

We offer a free and expert service to investigate unresolved complaints about participating service providers (such as train companies).

We also support the rail industry to raise standards and improve services for passengers. We listen to both sides and seek to find a solution that the parties can both agree to. If that's not possible, we are empowered to make decisions which are binding upon Rail Service Providers; this means, that they have to comply with our decisions.

We can also make recommendations to Rail Service Providers to improve the way their service is delivered and we publish case studies and data which can provide insight into common complaints.

Training

One of the key ways in which the Rail Ombudsman is geared to help RSPs to improve their customers' experience is via training and development. The application of consumer law to the complex rail infrastructure requires customer service techniques employed by RSPs to define what drives complaints, developing and delivering training that will positively impact customer service colleagues and reduce complaints. An area for ongoing development at the Ombudsman; advanced executive courses are in a developed stage of production for the future and, recognising that sometimes a more condensed brief is a better vehicle via which to ensure important messages are taken on board, a series of short courses have been designed on Consumer Law, Equality Act 2010 and Data Protection.

The following organisations took part in our two day City & Guilds consumer law accredited training during 2022, demonstrating their appetite to progress and improve their people's understanding, skills learned and ultimately impacting the consumer's experience:



The Rail Sector Liaison Panel members during 2022:

Jon Walters (Chair)

Service Management & Improvement,
Citizens Advice

Greg Suligowski (Vice-Chair Until December 2022)

Head of Customer Strategy at Merseyrail

Julie Allan

Head of Customer Relations at Govia
Thameslink Railway

Prof Christopher Hodges MA PhD FSALS OBE

Professor of Justice Systems and Head of the Swiss Research Programme on Civil Justice Systems, Centre for Socio-Legal Studies, University of Oxford.
Supernumerary Fellow, Wolfson College, Oxford University. Fellow, European Law Institute

Susan James

Head of Casework, London TravelWatch and Transport Focus

John Smith

CEC Operations Manager, Northern

Mike Ross

Senior Customer Relations Manager

Dr Scott Hamilton

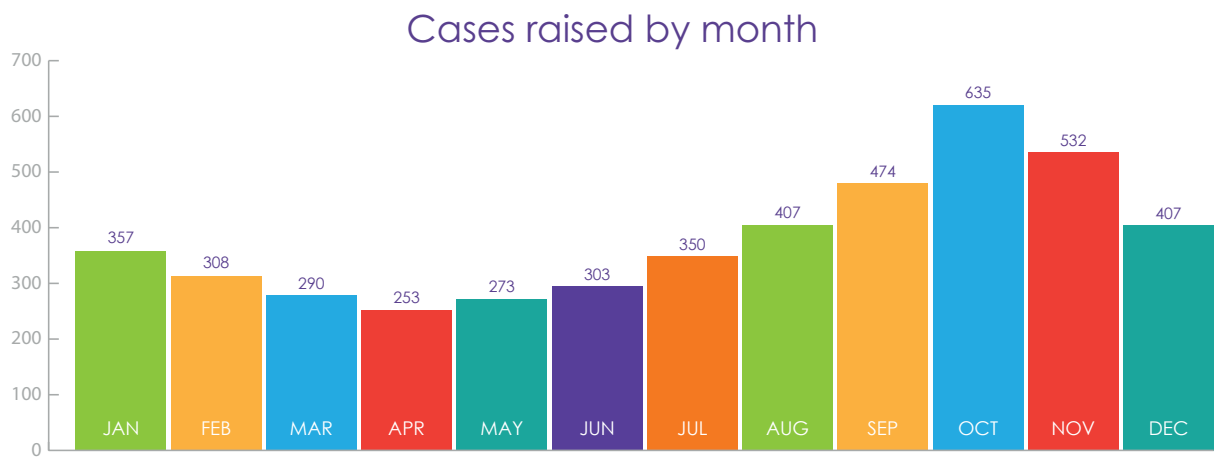
Head of Rail Ombudsman Sponsorship Review, Competition and Consumer Policy, Economics, Markets & Strategy

Our year in numbers



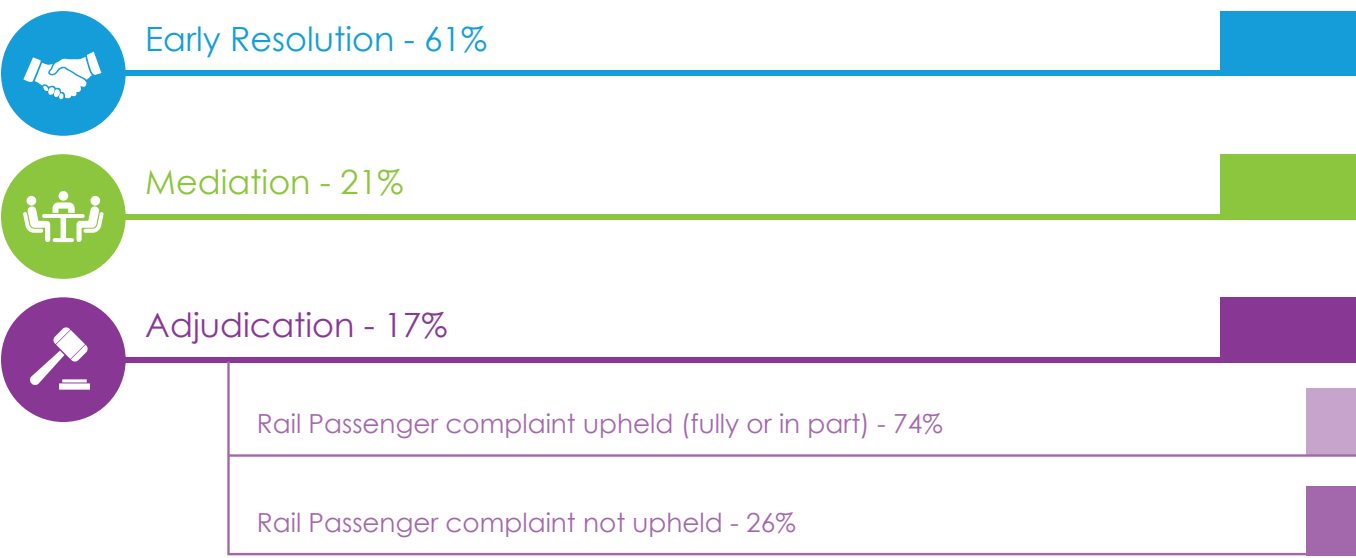
Our results for 2022

Cases raised: 4,589 Cases closed: 4,399



Early Resolution, Mediation & Adjudication

Excluding cases found to be Out of Scope and rounded to the nearest whole number.



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. We sometimes refer to these as Rail Service Providers (RSPs). 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.
Early 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 an Early 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 an Early 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.

Recommendations to Industry

In 2022, the Rail Ombudsman recorded 119 Formal Recommendations either to individual RSPs or to the industry more widely as a result of investigations through its case work.

Industrial action and severe weather events in 2022, were key drivers of complaints. This is reflected within the recommendations relating to Do Not Travel messaging, in which there was apparent confusion expressed by consumers about the practical implications of this.

It is important to note that some recommendations are made on cases where we did not find in favour of the Consumer. For the Rail Ombudsman, these recommendations are not about finding failures but about feeding into continuous improvements, and in some cases the aim is to prevent complaints that are driven by misunderstanding.

Some examples of our recommendations are set out below:

Do Not Travel

The Rail Ombudsman recommends that the RSP and industry considers how to better clarify the meaning of 'Do Not Travel', whilst services still operate - for example via Frequently Asked Questions, or other website/station signage.

Information

The Rail Ombudsman recommends that the industry considers the information contained in Do Not Travel notices when services are running in order to enable Consumers to make an informed decision about alternative travel options and assist them in mitigating the impact of these, both financially and in terms of overall inconvenience.

Communication

The Rail Ombudsman recommends that the RSP and industry consider how to better communicate, both between themselves and with those intending to travel, in circumstances when decisions taken regarding infrastructure affect services, at short notice.

Ticket Validity

The Rail Ombudsman recommends that the RSP and industry reconsiders ticket office/station signage about ticket validity when an Advance ticket journey is subject to amendment or cancellation. Furthermore, some RSP websites could be clearer to note exactly what a consumer can do if their Advance ticket journey is cancelled or removed from the timetable, with specific notes to highlight that any travel on a different service must be evidenced in specific ways.

Accessibility

The Rail Ombudsman recommends that the RSP briefs customer service staff on how to split accessibility related complaint issues from other issues, where possible, to enable a full investigation and learning. Also, to enable internal escalation of accessibility issues, if required.

The Rail Ombudsman recommends that the RSP considers how station information is reviewed to ensure all accessibility updates are timely, and suitable alternatives planned for.

Case Study: Timetable Amendments

These cases demonstrate how consumers rely on their ticket and booking confirmation as a key source of information. Also, that consumers will have expectations of specific services when making plans and that a change to timetables is not, in our experience, usually expected when booking. Whilst information is contained within the National Rail Conditions of Travel highlighting that timetables may change at short notice; the Rail Ombudsman notes a lack of awareness from a consumer perspective.

Published case studies on the Rail Ombudsman website highlight learnings for the industry and consumers, to improve the understanding of all parties.

The Issue

Consumer A – Dispute relating to timetable affected by industrial action

Consumer A complained that they had rearranged their travel and curtailed their holiday by a day due to industrial action, which meant no services were running on their intended travel date. They sought reimbursement of an unused hotel stay from the rail company with whom they were due to travel. Consumer A asserted there was no warning of industrial action on their booking confirmation when the tickets were purchased.

At adjudication, it was found by the Rail Ombudsman that, on balance the evidence showed there was discoverable information about industrial action prior to Consumer A's journey, and this was provided in line with the National Rail Conditions of Travel. Furthermore, the consumer held a flexible ticket, and the timetable was amended in advance of travel, an awareness of which was evidenced by the consumer's decision to travel a day earlier.

Consumer B – Dispute relating to provision of information about possible strike action

Consumer B purchased a ticket to travel when strike action was underway on some dates, but not confirmed on the selected date of travel. When complaining, the consumer referenced their booking confirmation stating that it gave them the impression that there was no foreseeable issue with travelling on that day, and that they expected direct contact from the Rail Service Provider (RSP) if the services could not be provided. The consumer questioned why no warning was presented on the confirmation, given the ongoing strike action.

The RSP responded that this information was available when the consumer made the purchase but acknowledged it would not necessarily be on the booking confirmation. The RSP noted a consumer's duty to check before travel, and that consumers can sign up to travel alerts via the RSP website, with service change information available also through a variety of other sources.

The adjudication noted that the RSP's Passenger Charter did advise that timetables can change up to 24 hours before travel, and that people should check before travel. A review of information online and the RSP booking process was undertaken, which was found to contain alerts about disruption. Furthermore, strikes were found to be widely advertised and the Rail Ombudsman determined that the information available enabled the consumer to make an informed decision when buying their ticket. In addition to this, the consumer's account confirmed that they had seen information whilst travelling and this advised of amended timetables, which is why they rearranged their travel.

Consumer C – Dispute relating to replacement services provided from an airport

Consumer C flew in from abroad to find services disrupted by extreme weather. They held Advance tickets and followed advice in attempting alternative train routes. The consumer's party took a taxi to complete their journey, but the claim was declined because 'Do Not Travel' warnings were in place. The RSP responded to the Rail Ombudsman to advise that they had difficulty providing replacement services due to the weather conditions.

The Rail Ombudsman acknowledged the extreme weather conditions. However, it was also noted that the consumer was travelling from an airport with prebooked tickets and would not reasonably have had knowledge of disruption before leaving the country. Furthermore, the cancellations were at short notice, and the consumer had utilised alternative routes to make part of the journey. The consumer's booked service and all subsequent services were cancelled. The taxi taken was benchmarked and a split decision awarded 50% of the taxi cost.

Consumer D – Dispute relating to rail replacement journey changes

Consumer D travelled on a multi-leg journey and as planned boarded a rail replacement bus for the last leg of the journey. However, the bus terminated before their station and no buses or trains were available to complete the journey, so the consumer paid £5 to complete the journey. The consumer claimed Delay Repay and contacted the RSP to claim the bus fare. This was rejected by the RSP who advised that the consumer had already been compensated fully via Delay Repay.

This case was settled at Mediation. The RSP was unable to evidence that the replacement service was due to terminate early, nor that there were cost-free alternatives to complete the journey. The RSP offered £5 and this was accepted by Consumer D.

Consumer E – Dispute relating to Advance ticket journey removed from timetable

Consumer E's complaint was about Advance tickets sold, which included a journey plan of services that were no longer on the timetable on the date of travel. The consumer had relied on those particular services, and also received confirmation by email of the journey on the day before. They therefore considered it a last minute change when partway through the journey they had to use a replacement bus service. On the return journey the consumer's service was not listed on departure boards, so they travelled on a service 15 minutes later, but lost their reservations. They asserted that there had been no prior warning of service changes. The payment of Delay Repay was declined by the RSP as no delays were found against the amended timetable.

The parties remained in dispute as to whether the journey provided was in line with the timetable in place that day.

The Rail Ombudsman made no award at adjudication, because, on balance, the evidence supported that the service ran in line with the amended timetable in place.

In this case, the evidence provided of running times matched the RSP's account, but the evidence was not clear enough for the consumer to accept it without this being explained within the adjudication. The Rail Ombudsman made a recommendation to industry to consider if industry changes to information displays would be appropriate to better evidence timetable amendments after the event.

Consumer F – Accessible travel during disruption

Consumer F had pre-booked assistance on a multiple stop journey, but, due to information from the Accessibility App which showed certain lifts as out of order, they decided to change their journey. There were widespread cancellations related to Storm Eunice, and a lack of operational lifts at other stations, which meant the journey was extended further. The consumer also complained of failed assistance, and escalated their complaint as the complaint could not be resolved within 40 working days.

During mediation, the RSP completed the investigation and provided their findings to the consumer. The RSP offered compensation, but the parties could not reach agreement.

The Rail Ombudsman noted that whilst there was extreme weather, there was no Do Not Travel messaging in place. An award was made for assistance and accessibility to recognise that the rail provider was partially responsible for one of the disembarkation failures. An award was also made for complaint handling because the RSP provided no evident updates to the consumer, despite the obvious seriousness of the complaint. This was, in part, mitigated by the investigation report provided in mediation, which showed that the matter was given due attention. However, an award was still considered appropriate.

A recommendation was made to review complaint handling on cases of this nature, to ensure timely updates are provided.

Recommendations to the industry

The Rail Ombudsman also saw an increase in multi-party cases, and an increase in accessibility cases in 2022. Accessibility cases will often involve more than one rail service provider. It was recommended that the rail industry considers how to better work together in addressing multi-party consumer disputes more efficiently, to minimise the impact on affected consumers.

Guidance for consumers

The National Rail Conditions of Travel form the terms of your rail ticket. This outlines that timetables may be amended in advance, and at short notice. Your compensation rights will differ, depending on whether an amended timetable is in place or the change was made that day. The reality is that delays can happen within any form of travel and if the RSP does provide alternative routes, these may take longer, but it is unlikely that you will be offered compensation if, for example, you unilaterally decide to travel via taxi and there was an alternative in place.

The National Rail Conditions of Travel also confirm that delay compensation is paid against the “Published timetable of the Day”, which can be amended up to 10 pm the day before travel. This means that if you experienced a delay on the amended timetable, you would be able to claim Delay Repay, but not otherwise. Therefore, compensation cannot be claimed against what the timetable was previously, even if you held a ticket for a specific journey time. The RSP will, however, consider every claim.

An amended timetable will not necessarily be published separately. If the change is short notice, it is more likely to be shown within journey planners on National Rail Enquiries. Consumers are urged to check before travel up until the day of departure to ensure awareness of any changes, and to contact the RSP for information about alternatives. If you can make a note of any advice given or ask train staff to endorse your ticket in some way, to make it clearer if costs have been agreed for which you want to make a claim later.

Customer Experience Survey

Since the Rail Ombudsman's first year of operation, independent consumer experience monitoring has been conducted by Ipsos, an independent research agency. This enables us to measure and track the perceptions of service users, and provides us with feedback that we can use to review our ways of working and seek improvements.

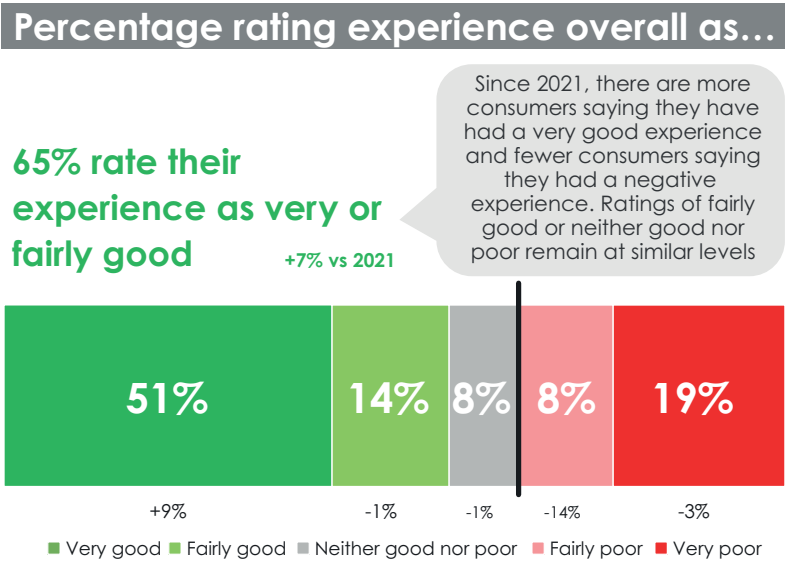
In 2022, a positive experience was recorded overall, and year-on-year improvements in scores were noted in several areas.

How does it work?

Ipsos contacted users of the Rail Ombudsman service, whose cases were closed between November 2021 to September 2022. Their fieldwork was conducted between September and October 2022. Consumers were asked to complete a survey that explores the full spectrum of their interaction with the Rail Ombudsman. The data captured helps to create a profile of respondents, reflecting the different types of outcome a user of the Rail Ombudsman may see.

Results

Ipsos found that: **"Experience of the Rail Ombudsman remains highly positive"**



For consumers whose cases are dealt with by the Rail Ombudsman, the experience remains highly positive on balance, with more than half of consumers rating the experience as 'very good', a 9% increase from the previous year.

In 2022, there was a higher proportion of consumers with remedy cases responding to the survey, who are more satisfied overall. Consumers remain likely to reuse (67%) and likely to recommend (65%) the Rail Ombudsman.

Perceptions of the overall experience are particularly strong among those with a simple resolution

Among Rail Consumers who had a simple resolution for their case, four in five (81%) rate their experience of the Rail Ombudsman as fairly or very good overall. This shows a 3% increase from 2021.

Staff professionalism and accessibility continue to be key strengths

Professional staff continue to be highly rated in 2022, with three-quarters rating this positively. Relative to other aspects in 2022, keeping consumers informed throughout is also positively rated.

Accessibility and helpfulness are other areas of strength in 2022, along with being trustworthy.

The range of channels for contacting the Rail Ombudsman, and the speed of initial response, were rated positively. Three quarters (75%) of those surveyed agreed the service was accessible and a similar amount of respondents (76%) agreed that the online application process was easy to use, accessible and clear. This was the dominant contact channel.

One respondent, whose case was resolved as a Complex Resolution, said: **"Our concern was dealt with quickly, fairly and efficiently. The Ombudsman was extremely professional and listened to each of our concerns."**

Ipsos' full report is available to view on our website at: www.bit.ly/3LIS0re

Rail Ombudsman Members



Profiles



Kevin Grix
Chief Ombudsman
& CEO

Kevin was appointed in 2008 and is responsible for directing the activities of the Ombudsman. He read law at university for 3 years and graduated with honours, prior to studying to be a Barrister in London at the Inns of Court School of Law. He was called to the Bar by the Honourable Society of the Inner Temple, after successfully passing his Bar exams and is also professionally qualified by the Chartered Institute of Arbitrators (CI Arb). Having initially served for a period of four years between 2015- 2019, in 2022 Kevin was re-elected to the Board of Directors of the Ombudsman Association, a body that advises government and helps to oversee the ombudsman and complaint handling landscape in the UK, Ireland, British Overseas Territories and British Crown Dependencies. In November 2018, Kevin was invited to join the Board of Trustees at Citizens Advice Stevenage.

Kevin has a dual-mandate serving also (from the 1st January 2022) as the Chief Ombudsman at the Independent Football Ombudsman ("IFO"), a scheme that was established by the football authorities (The Football Association, The Premier League, and The Football League) to receive and adjudicate on complaints which have not been resolved at an earlier stage. Prior to this appointment, Kevin sat on the IFO's Advisory Board between 2015 and 2022 where he advised his predecessor on football-related casework and dispute resolution procedures.

Kevin has a keen interest in consumer affairs and has appeared several times on television, radio and in the press to provide expert opinion on a range of issues that affect consumers. He has a specialist understanding of consumer law and has written and presented a series of accredited courses and seminars in this field.

Kevin was previously employed for 2 years as in-house legal counsel at a global certification and testing business and in 2005 he was part of the team of advisers that set up the University of Hertfordshire Law Clinic, a pro-bono legal advice centre that served the local community. Kevin's previous non-legal and ADR career includes positions in the retail, financial and online gaming industries.

Kevin and his colleague, Deputy Chief Ombudsman Judith Turner, are the co-authors of Volume 28 of Atkin's Court Forms and Precedents on Ombudsman schemes in England and Wales. Published by LexisNexis in 2020, it forms part of the UK's only encyclopaedia of civil litigation forms, precedents and procedure and is a leading authority on the process that should be followed by complainants.



Judith Turner
Deputy Chief
Ombudsman

Judith read Law at King's College London for three years before graduating with honours in 1998. She then went on to complete the Legal Practice Course (LPC) and a training contract before qualifying as a solicitor in 2001. She was previously employed by a City Law firm, practising in Commercial Law. Judith joined the Ombudsman in 2011 and now specialises in Alternative Dispute Resolution (ADR). Since her appointment, she has written and presented a wide variety of accredited training courses on Consumer Law and Compliance tailored to the sectors within which the Ombudsman operates. Judith is a regular speaker at industry and ombudsman conferences and events. Judith is the current Chair of the Ombudsman Association Policy Network and serves as a member of the Civil Justice Council's ADR Liaison Panel. She has written extensively on ADR and consumer issues and the co-author of the Ombudsman content for Atkins Court Forms.

Judith is the Rail Ombudsman's representative on the collaboration of European ADR schemes, Travel-Net and was instrumental in forging the relationship with Bus-Users UK, an example of the Rail Ombudsman's broad approach to engagement in order to share best-practice and influence the delivery of ADR more broadly.



Kathryn Stone OBE
Independent Assessor

Kathryn has enjoyed a 40-year career in public service. She is the current Parliamentary Commissioner for Standards, an independent officer of the House of Commons overseeing the code of conduct and rules for MPs. During her career, she spent 11 years as Chief Executive of the charity Voice UK, representing the rights of people with learning disabilities who were victims of abuse and crime. She was awarded an OBE in 2007 for her services to people with learning disabilities. She has also held the challenging role of Commissioner for the Victims and Survivors in Northern Ireland, worked for the Independent Police Complaints Commission and held the role of Chief Legal Ombudsman of England and Wales.



Rosie Tackley
Lead Ombudsman

In October 2021, Rosie was officially made Lead Ombudsman, after a period of acting up in which she steered the team through a period of change and fluctuating demand, partly related to the pandemic. She holds a Bachelors in Business, which she converted through the Graduate Diploma in Law, and Legal Practice Course, in addition to a Masters in Globalisation. Prior to working as an Ombudsman, she assisted on Legal Aid cases at a major charity. She now has over four years' experience of working as an Ombudsman, and over three as a Rail Ombudsman. Rosie was directly involved in the setup of the Rail Ombudsman when it was launched in 2018 and been a key player in adjusting the service to fit the changing landscape. She now manages the casework team and works closely with senior managers in stakeholder activities.



Matthew Thomas
Head of Engagement

Matt started working with the Ombudsman in 2017, and in June 2018 began helping to establish the new Rail Ombudsman. Matt brings diverse experience spanning both sales/commercial and policy roles, gained in the private and public sectors. As Head of Engagement, Matt has a strong customer service ethos and his responsibilities include stakeholder relationship management and working with Rail Ombudsman members to generate insight from casework data. As a keen advocate of rail travel with a first-hand appreciation of the benefits it offers, Matt is always looking to work collaboratively with the industry to see real impacts on the network.

Staff Experience Survey

The Rail Ombudsman carried out an annual 10 minute online anonymous survey titled 'Have Your Say 2022', sent to all staff members.

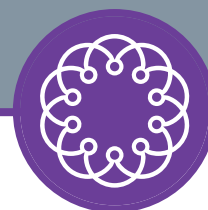
Some of the highlights gathered from the survey include:



All members of staff (100%) felt that they were treated with respect by their colleagues.



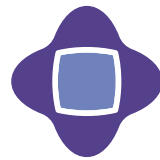
Nine in ten employees (85.3%) declared that they receive the training that helps them perform their jobs well.



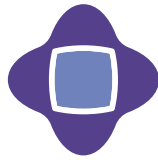
100% (all members) of staff felt that the Ombudsman has an inclusive culture.

Inclusive Tools **SECURE**
opportunities *Socialise*
survey **success**
Motivation
Company **Recognition**
Committed **Potential**
Satisfaction **Benefits**
EQUIPMENT **valued**
training **performance**
Staff **Safe**

The Rail
Ombudsman



The Rail Ombudsman



www.railombudsman.org

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Registered Office

Dispute Resolution Ombudsman Limited - Registered in England. No 8945616
Registered office: Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire, England SG1 2AD

Inspiring consumer confidence