

Quarterly Statistical Report

Q1

Dates: 01/04/23 - 30/06/23



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/>

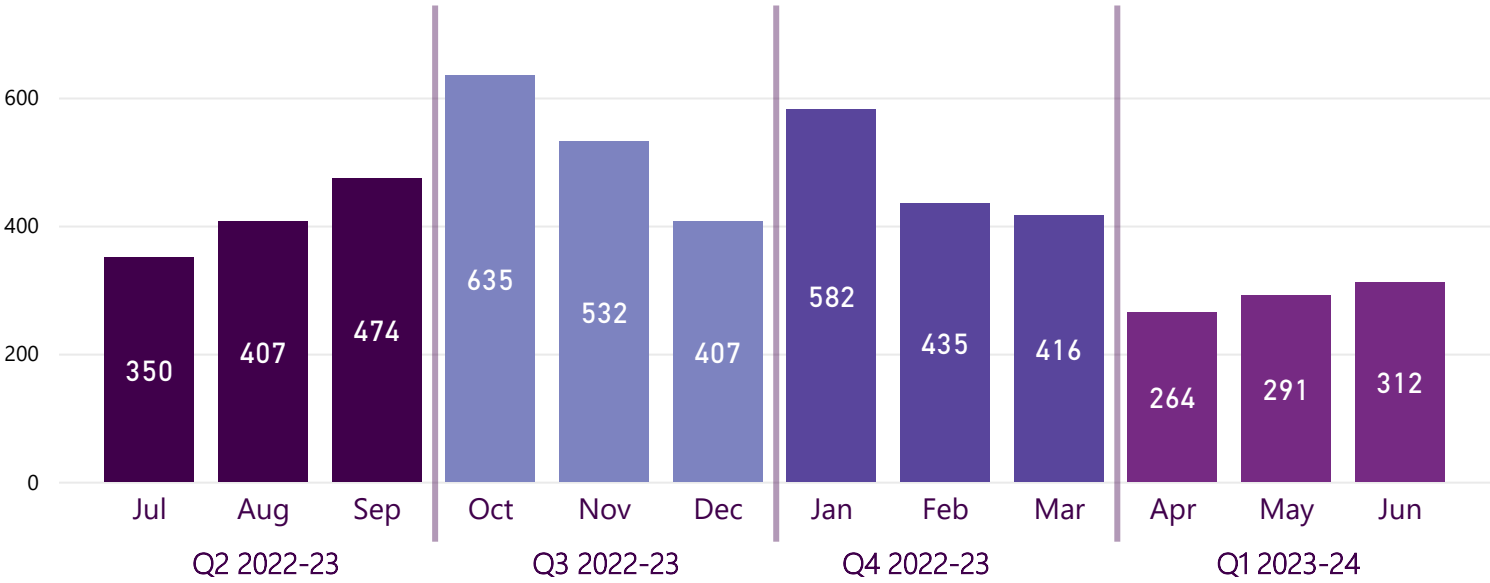
Complaints evaluated / closed by the Rail Ombudsman during Quarter 1 include complaints raised in the previous quarter.

Quarter 1: Key Facts

	Q1 2023-24	vs Q4 2022-23	vs Q1 2022-23
New cases referred to the Rail Ombudsman	868	-39%	+5%
Cases evaluated by the Rail Ombudsman	961	-38%	+18%
% Cases found to be In Scope for the scheme	66%	-4% pts	+4% pts
% Cases referred to consumer advocacy bodies	6%	0% pts	-1% pts
% Cases found to be Out of Scope: Ineligible	27%	+3% pts	-11% pts
Average financial award (where financial award secured)	£83	-12% pts	+5%

'Delay compensation schemes' remains the largest complaint category accounting for 36% of complaints evaluated this quarter. 'Train service performance' is in second place with 16% of complaints and 'Complaints handling' is the 3rd largest category with 13% of complaints this quarter.

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



Total referred to the Rail Ombudsman in Quarter 1: 867

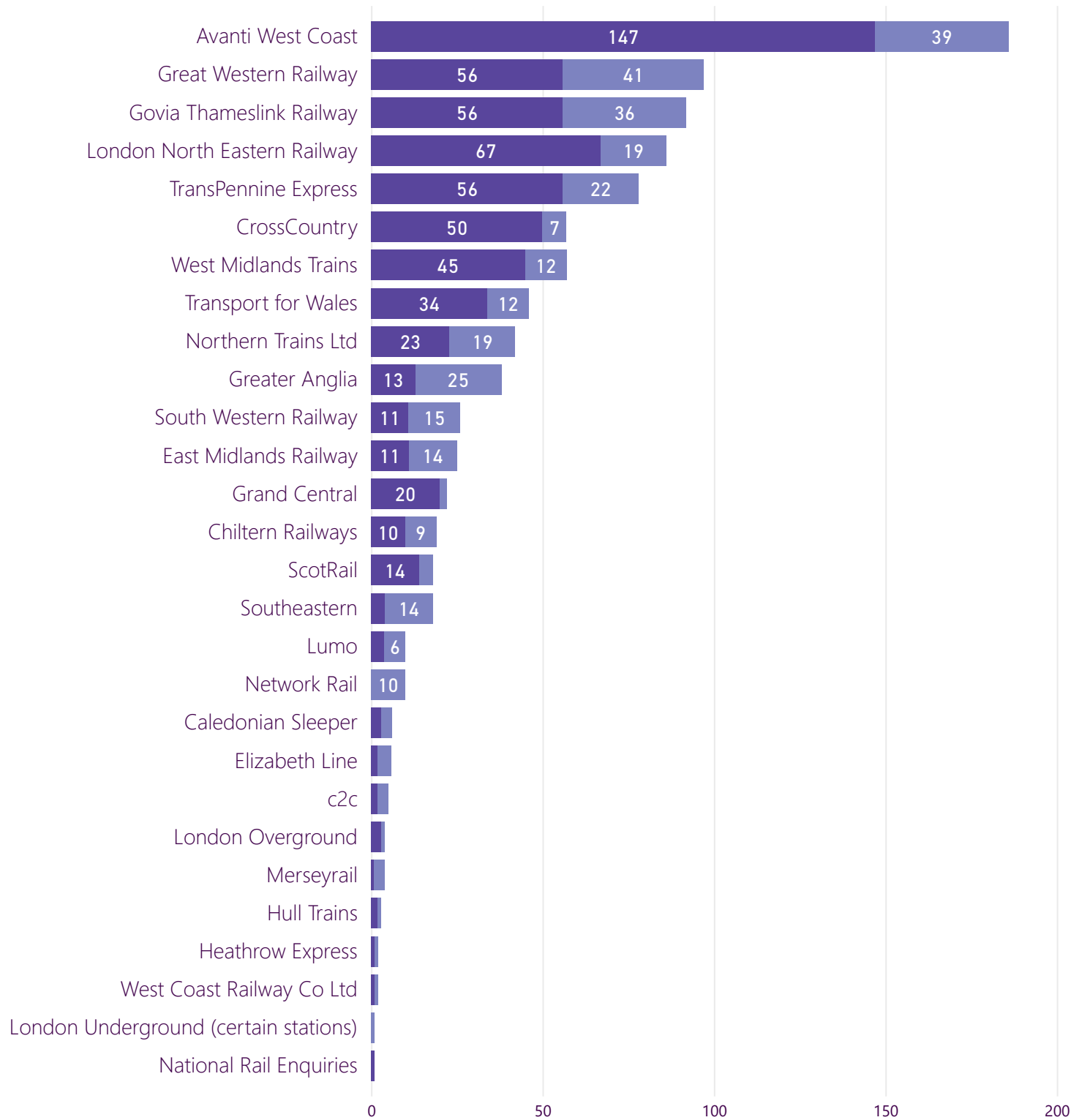
The above chart covers complaints referred to the Rail Ombudsman during Quarter 1 and includes both In Scope and Out of Scope complaints. Note: Outcomes of some of these will carry forward into the next Quarter.



2. Complaint volume by Participating Rail Operating Company

Volume of complaints assessed during Quarter 1 by Rail Operating Company.

● In Scope ● Out of Scope

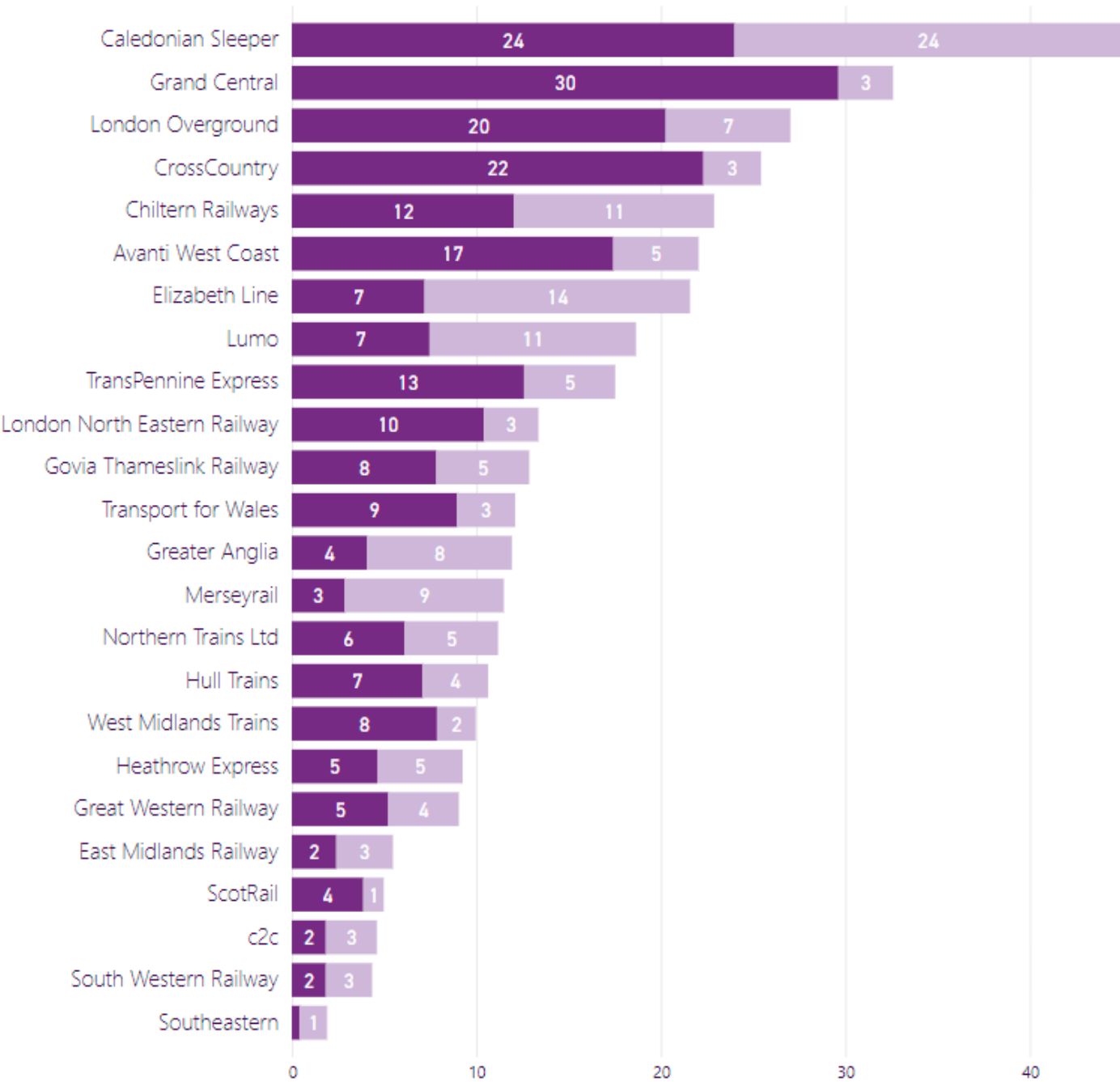




3. Ombudsman referrals per 1000 complaints handled by Rail Operating Companies

Volume of complaints assessed during Quarter 1 by Participating Rail Operating Company, normalised by Rail Operator complaints (scaled by 1000s for ease of reading).

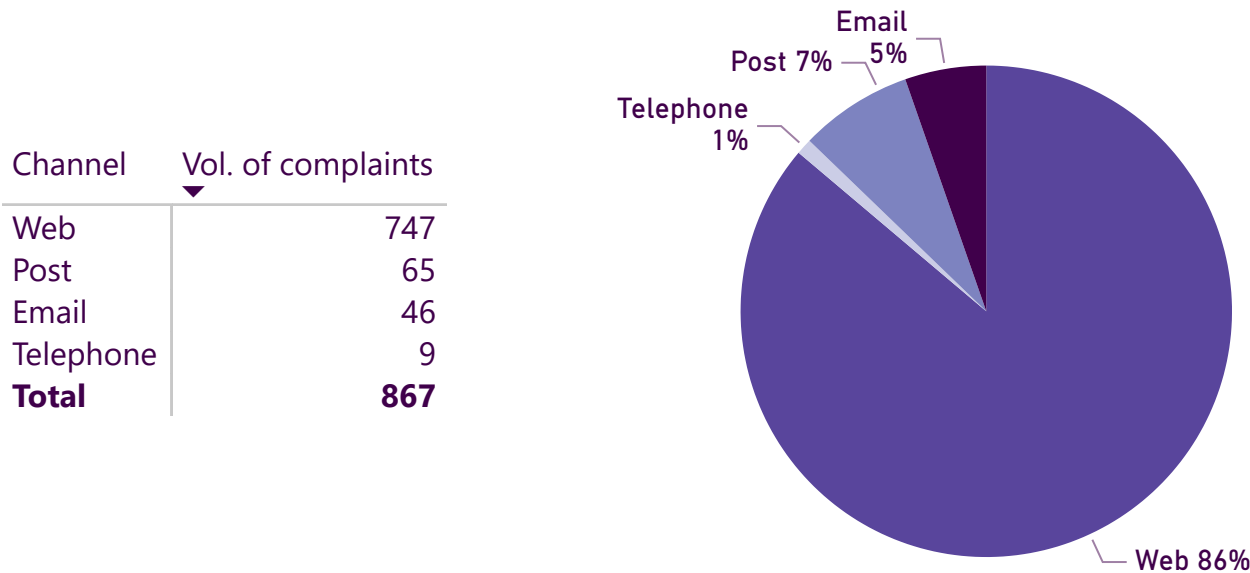
● In Scope ● Out of Scope



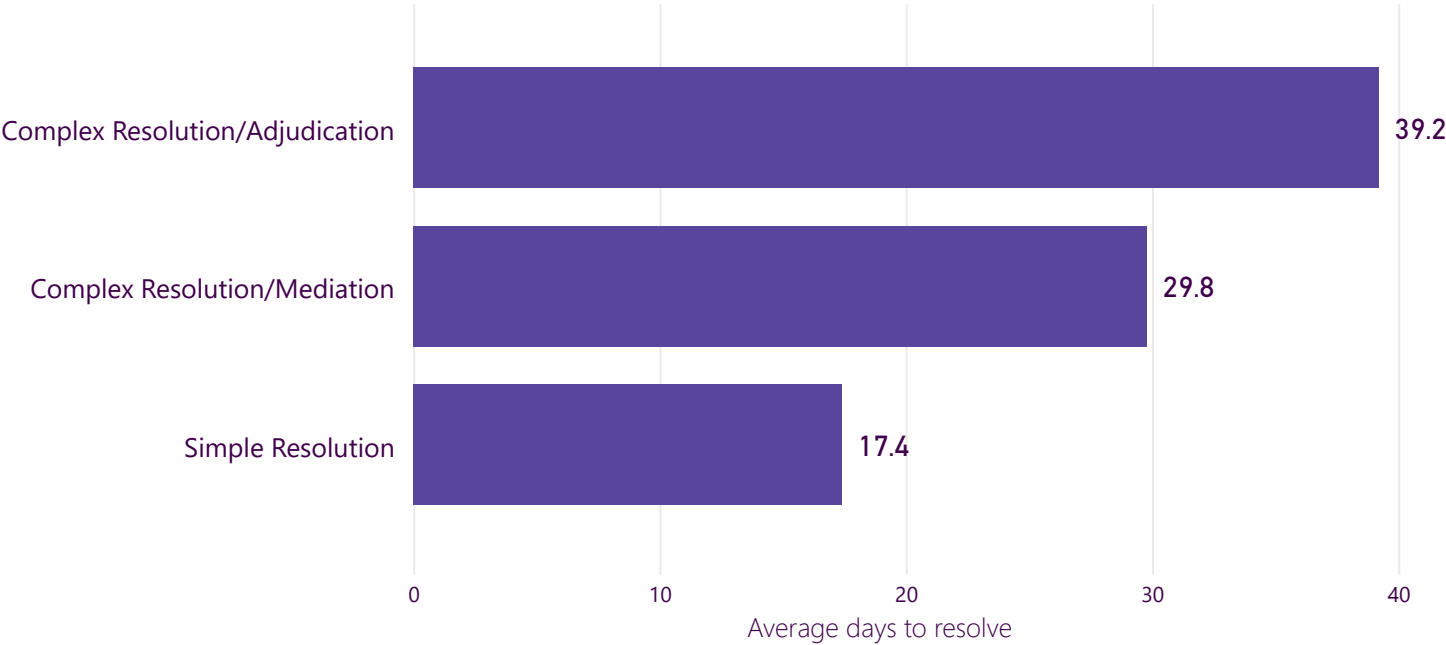
(Rail Operators' complaint volumes source: ORR)

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).



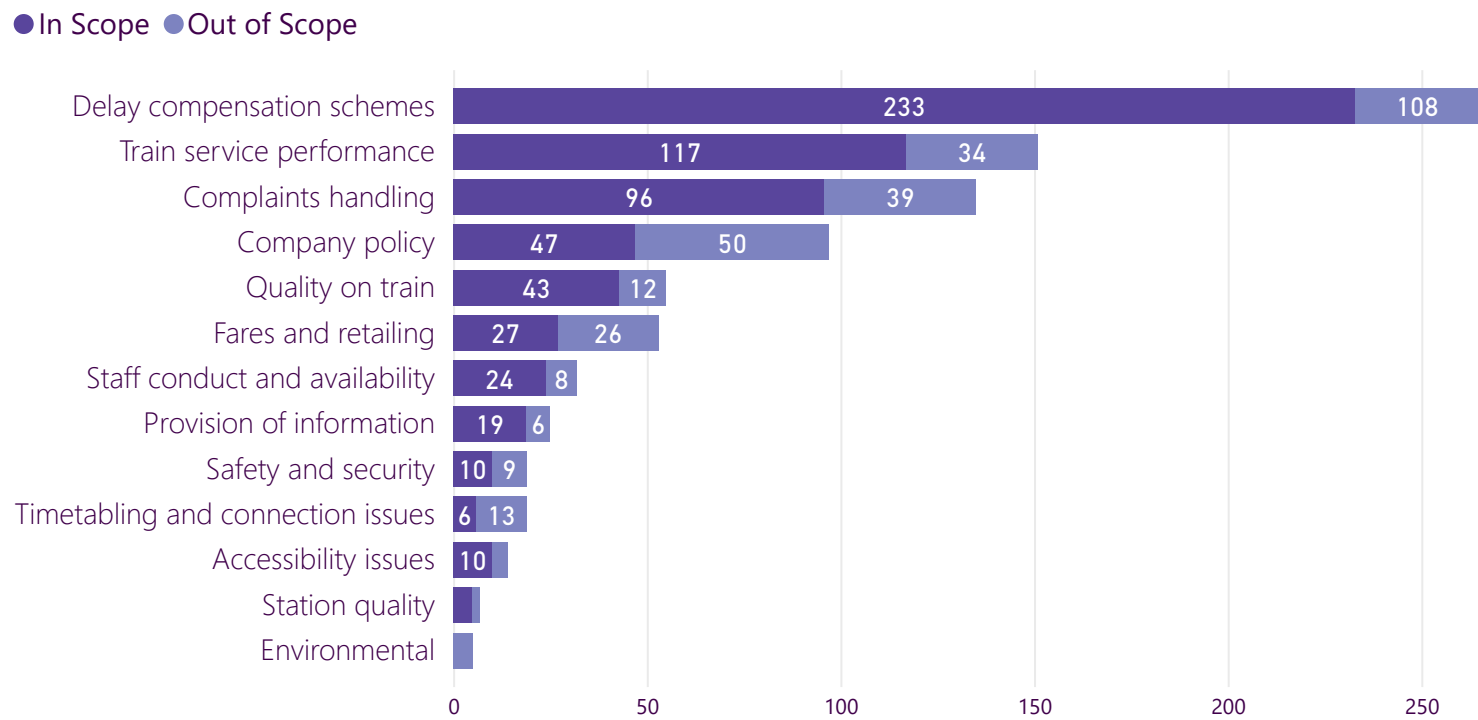
5. Average time to close In Scope complaints in working days



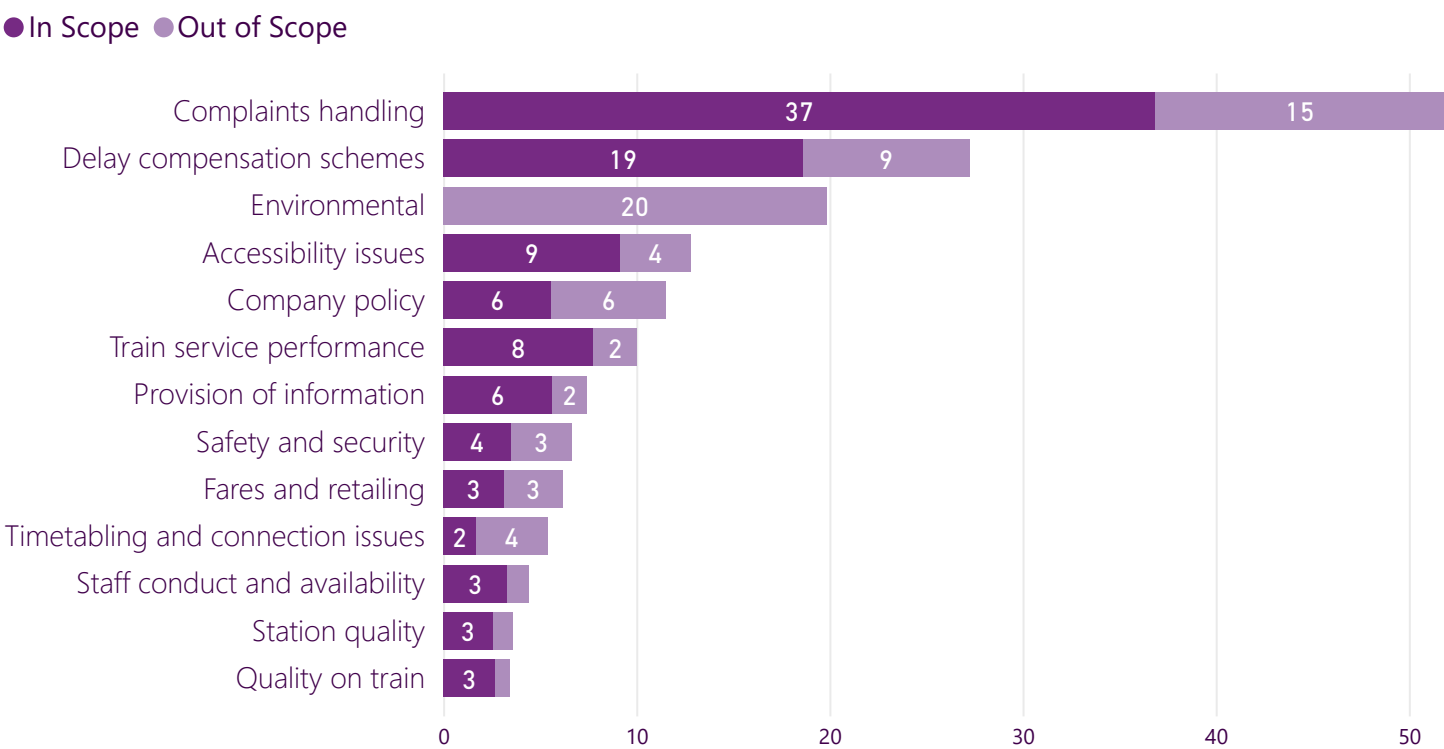
We work to resolve cases within 40 working days. However, extensions may be agreed by all parties in the event of exceptional circumstances or where additional evidence or independant advice is necessary for a decision to be made.



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



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



Using the above chart it is possible to identify the complaint categories that most commonly resulted in escalations to the Rail Ombudsman.

8. Complaints assessed by the Rail Ombudsman, by second level category

Top level category	Second level category	Vol. of complaints
Accessibility issues	Assistance staff	4
Accessibility issues	Booked assistance not provided at station	3
Accessibility issues	Booked assistance not provided on train	1
Accessibility issues	Lack of disabled facilities at station/on train	2
Accessibility issues	Lack of information	3
Accessibility issues	Unbooked assistance not provided on train	1
Company policy	Onboard policy	1
Company policy	Ticketing and refunds policy	96
Complaints handling	Complaint not received	5
Complaints handling	Complaints not fully addressed/fulfilled by Participating Rail Operating Company	81
Complaints handling	No response from Participating Rail Operating Company	20
Complaints handling	Response time	6
Complaints handling	Staff member was impolite/unhelpful	4
Complaints handling	Unhappy at type/level of compensation	19
Delay compensation schemes	Compensation claim rejected	170
Delay compensation schemes	Compensation claims process	55
Delay compensation schemes	Level of compensation	61
Delay compensation schemes	Participating Rail Operating Company processing error	12
Delay compensation schemes	Speed of response	43
Environmental	Litter and contamination	2
Environmental	Noise pollution	1
Environmental	Overgrown vegetation	2
Fares and retailing	Other	2
Fares and retailing	Smartcards	6
Fares and retailing	Ticket buying facilities	22
Fares and retailing	Value for money of ticket price	23
Provision of information	Provision of information about train times/platforms	16
Provision of information	Provision of information on website or mobile apps	4
Provision of information	The provision of information during the journey	5

Continued on next page.

Continued from previous page.

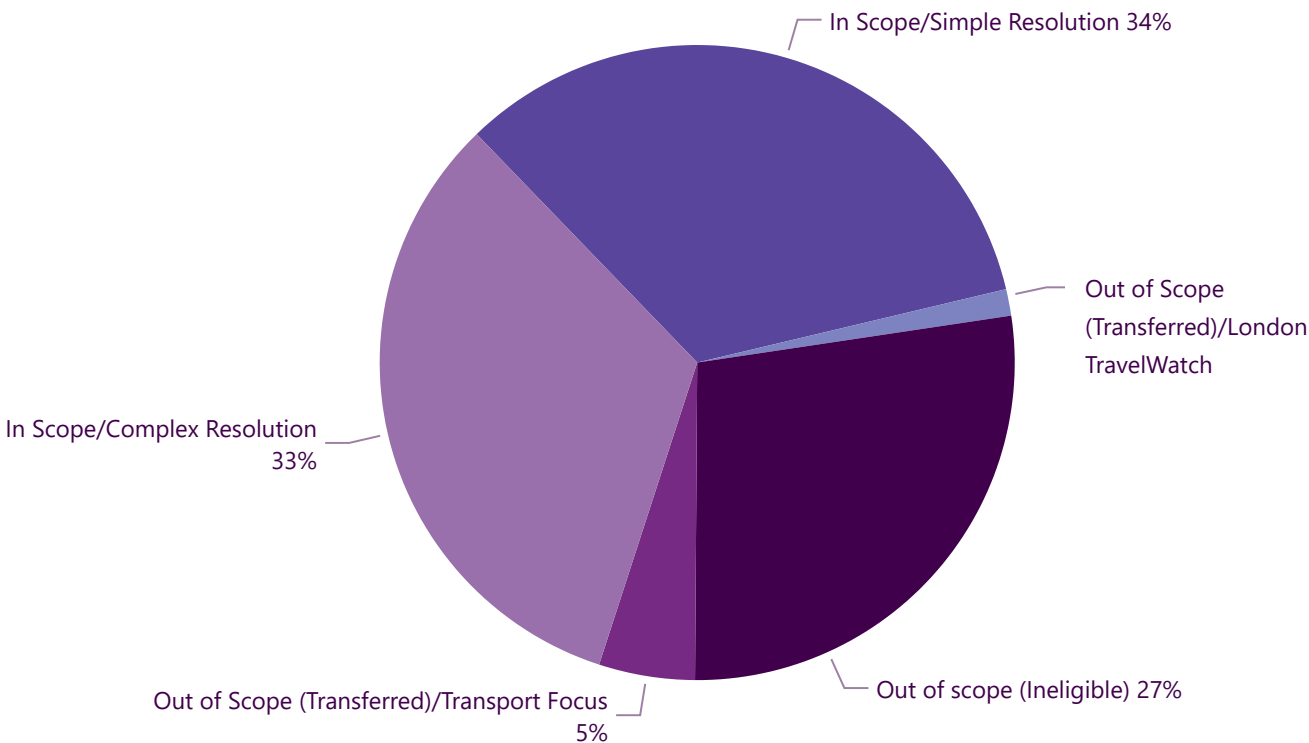
Top level category	Second level category	Vol. of complaints
Quality on train	Cleanliness of train	2
Quality on train	Facilities onboard	25
Quality on train	Sufficient room for all passengers to sit/stand	20
Quality on train	The comfort of the seating area	2
Quality on train	The space for luggage	1
Quality on train	The toilet facilities	3
Quality on train	Upkeep and repair of the train	2
Safety and security	Personal security onboard	11
Safety and security	Personal security whilst using station	8
Staff conduct and availability	The attitudes and helpfulness of the staff at station	15
Staff conduct and availability	The availability of staff - at station	1
Staff conduct and availability	The availability of staff - onboard	4
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	11
Station quality	Facilities for car parking	4
Station quality	The facilities and services	2
Station quality	The upkeep/repair of the station buildings/platforms	1
Timetabling and connection issues	Connections with other forms of public transport	1
Timetabling and connection issues	Connections with other train services	6
Timetabling and connection issues	Other	1
Timetabling and connection issues	Routing	1
Timetabling and connection issues	The frequency of the trains on that route	2
Timetabling and connection issues	The length of time the journey was scheduled to take (speed)	1
Timetabling and connection issues	Timetabling	7
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	151

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/Complex Resolution	315
In Scope/Simple Resolution	322
Out of scope (Ineligible)	264
Out of Scope (Transferred)/London TravelWatch	13
Out of Scope (Transferred)/Transport Focus	47
Total	961

Of the 961 complaints assessed in Quarter 1, 66% (637 complaints) were In Scope, 33% (324) were deemed to be Out of Scope and Ineligible for the scheme (62% of which were due to no deadlock letter provided). 6% (60) were transferred to consumer advocacy bodies. See chart 12 on page 11 for Out of Scope reasons.



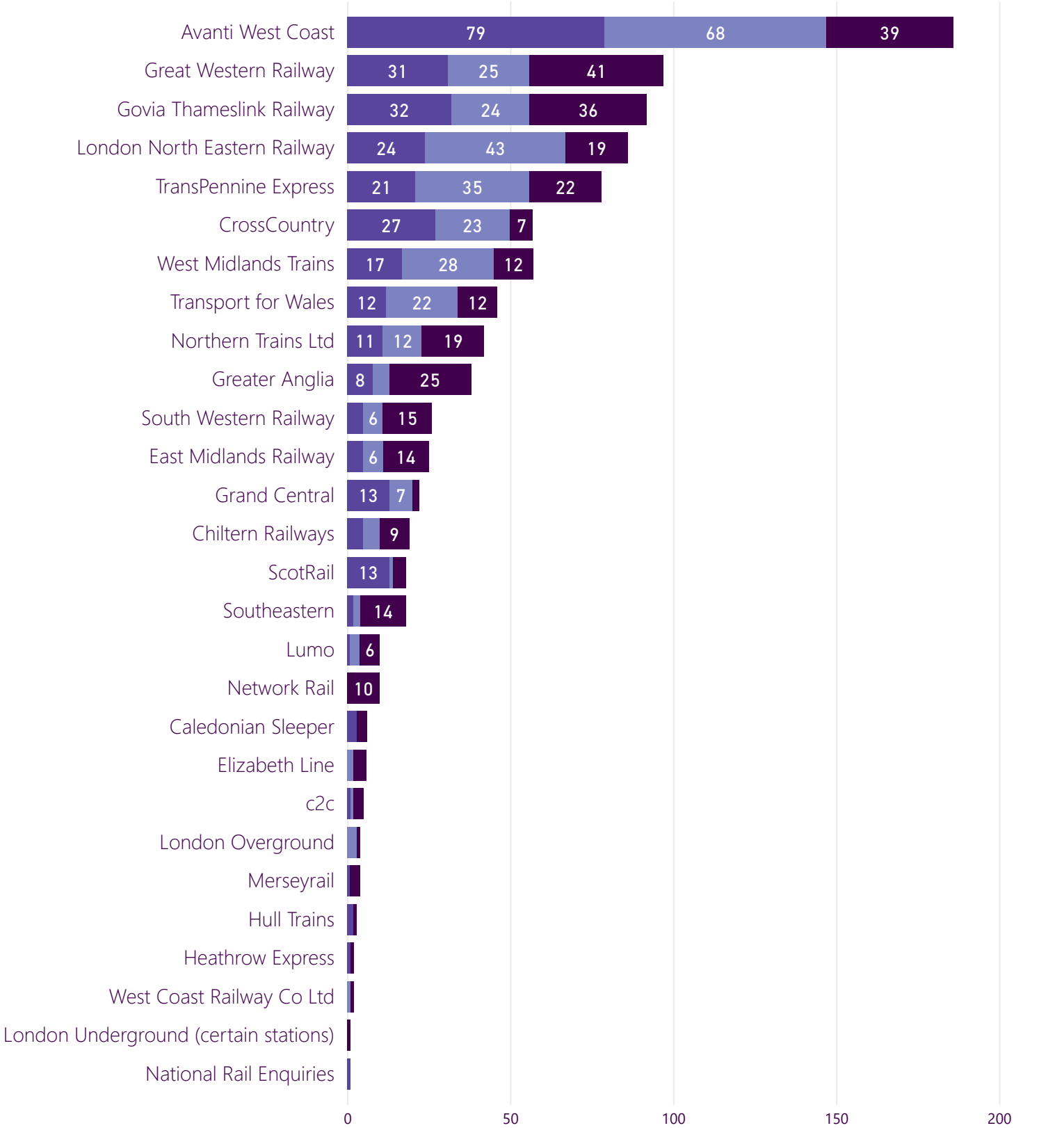
Note: Complaints assessed include complaints carried forward from the previous quarter as well as some of the new complaints referred to the Rail Ombudsman during this quarter.



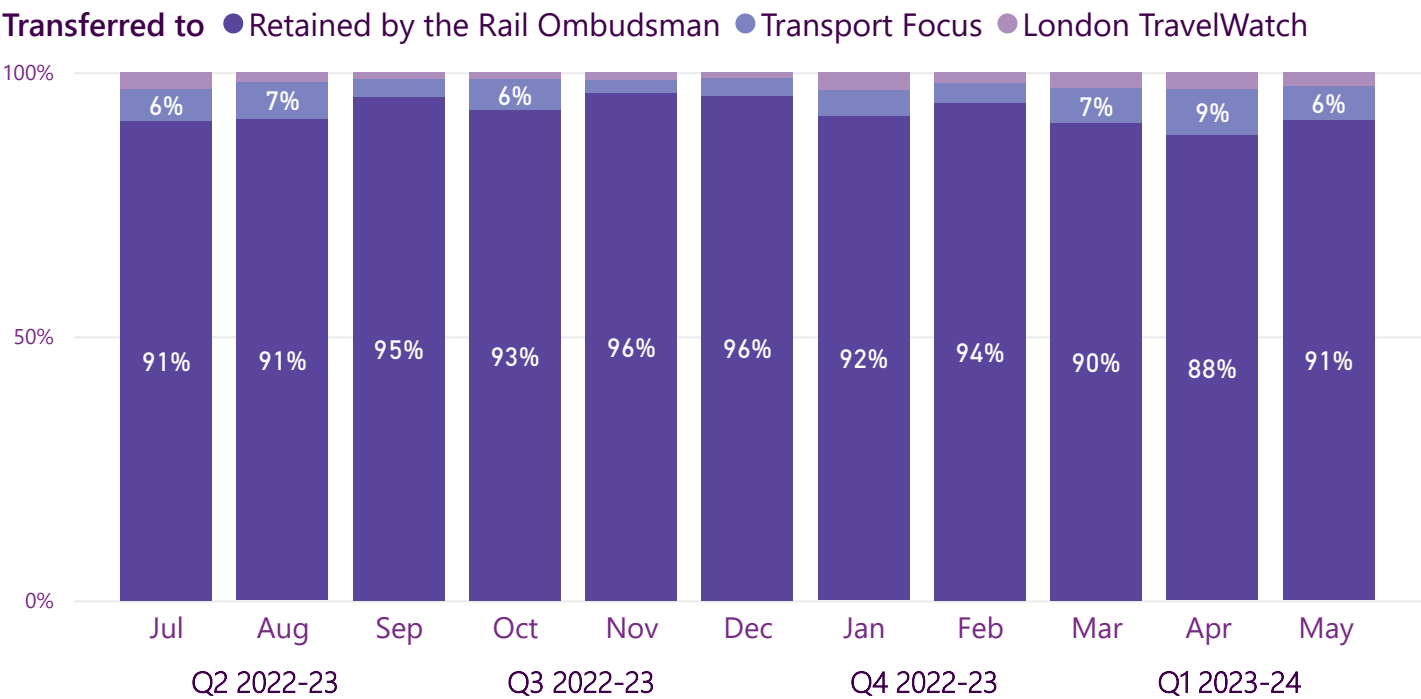
10. Complaint classifications by Participating Rail Operating Company

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



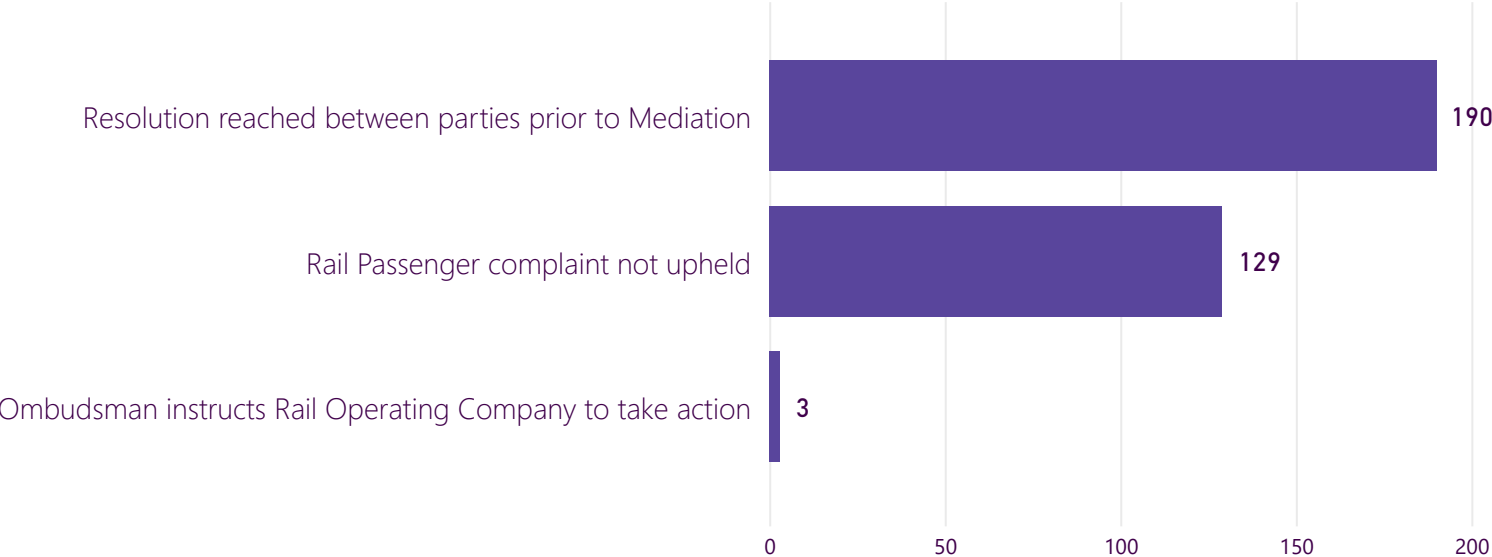
12. Out of Scope categories

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	202	2	204
Penalty fare appeals	2	31	33
Action being taken by alternative channel	24	6	30
Policy issues	1	18	19
Already settled	11		11
Residential or lineside issues	8		8
Personal injury claim	7		7
Criminal claims	4		4
Planned service alterations/closures		3	3
Incident date prior to Ombudsman launch	2		2
Consumer withdrew	1		1
Parking charge notices	1		1
Vexatious or Frivolous Disputes	1		1
Total	264	60	324

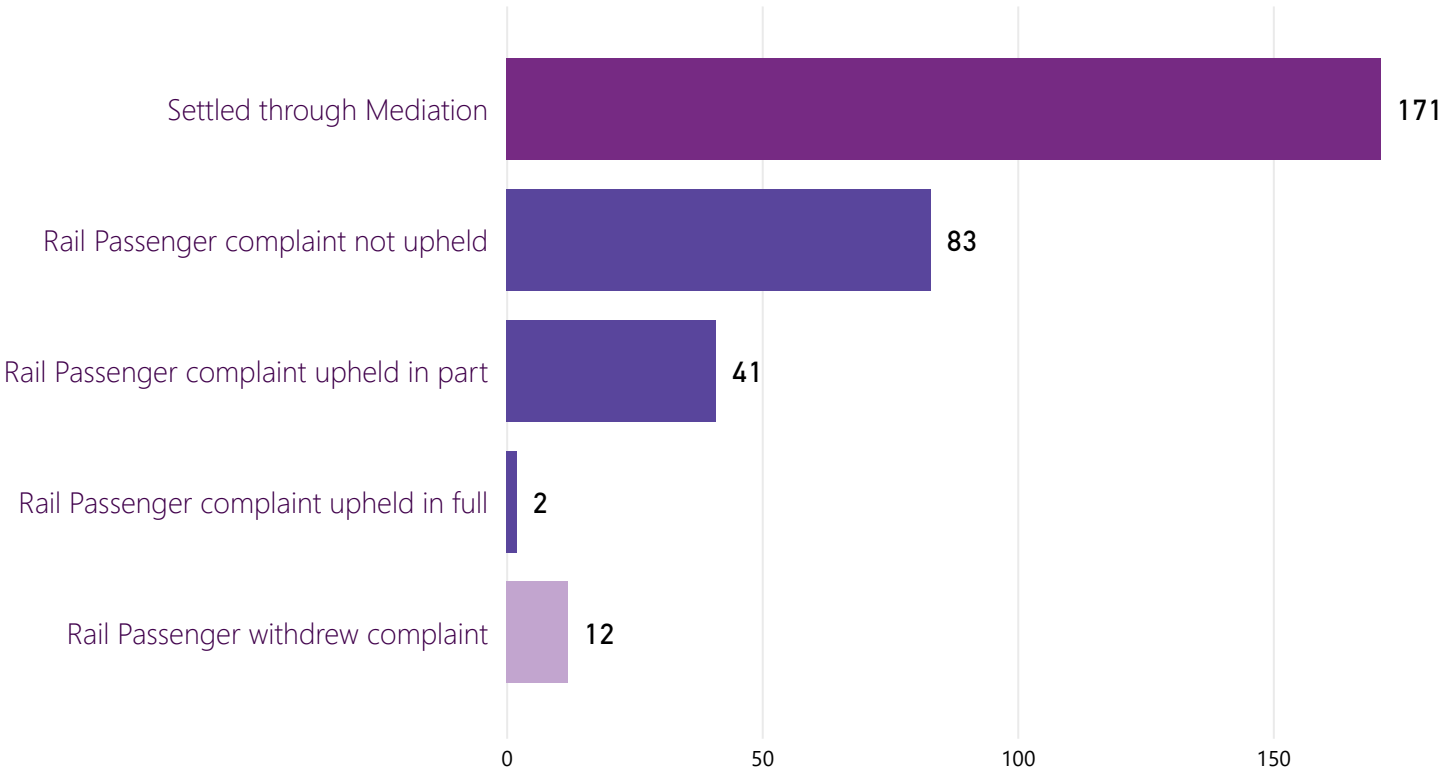
13. Simple Resolution case outcomes

Outcomes of closed Simple Resolution cases.



14. Complex Resolution case outcomes

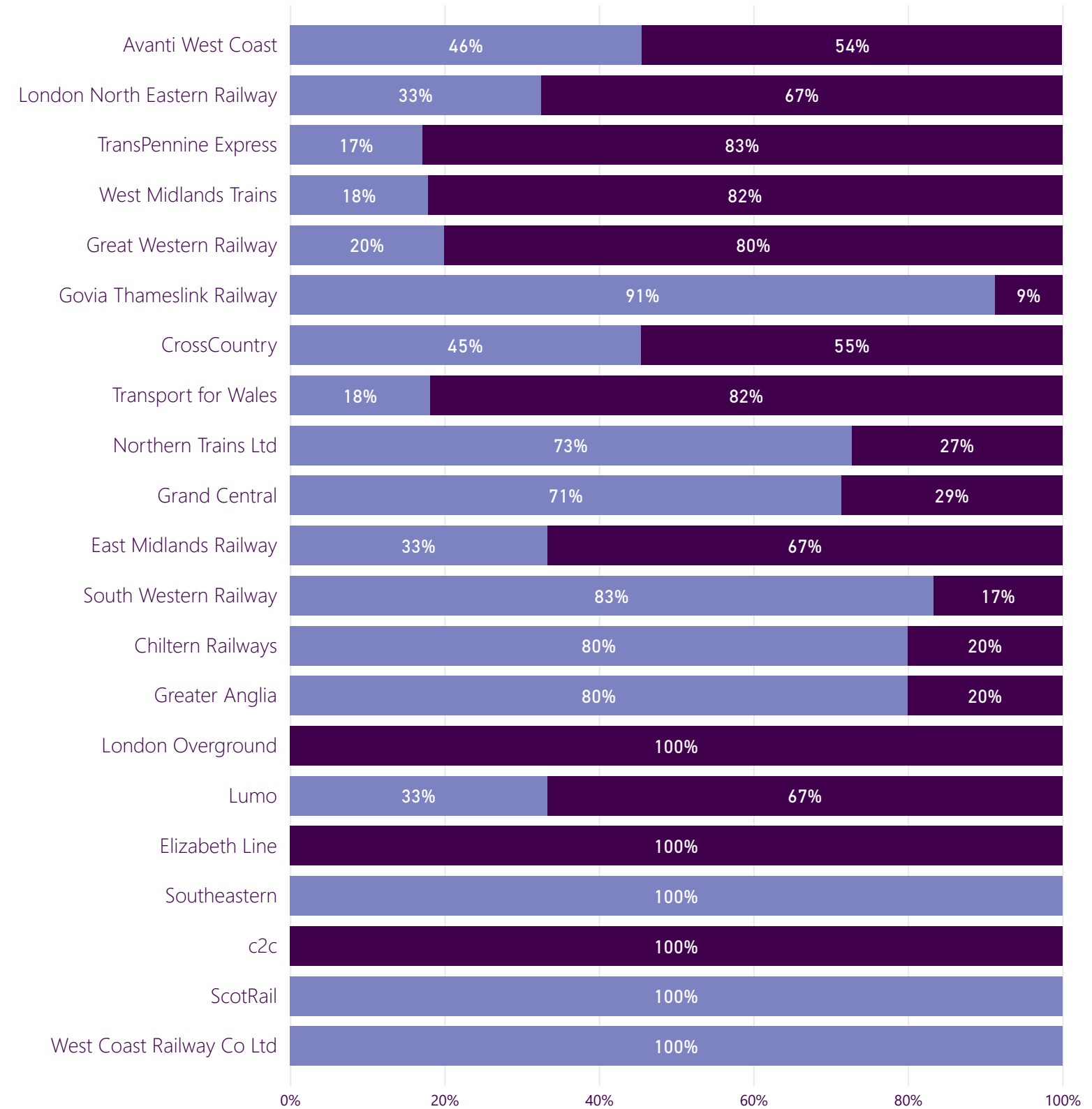
Outcomes of closed Complex Resolution cases.





15. Simple Resolution case outcomes, by Participating Rail Operating Company
Outcomes of closed Simple Resolution cases by Participating Rail Operating Company.

● Ombudsman instructs Rail Operating Company to take action ● Rail Passenger complaint not upheld ● Resolution reached between parties prior to Mediation

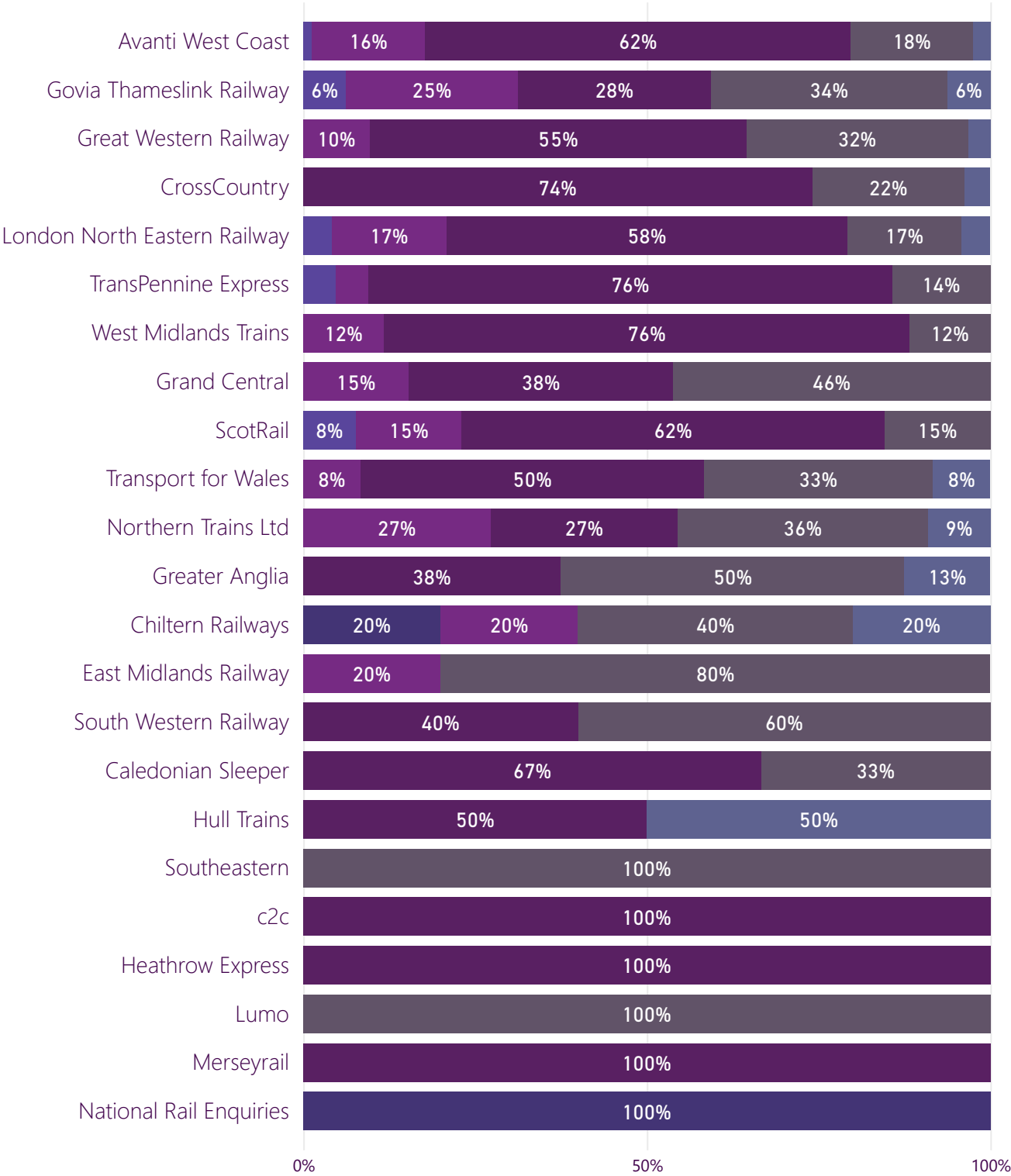




16. Complex Resolution case outcomes, by Participating Rail Operating Company

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

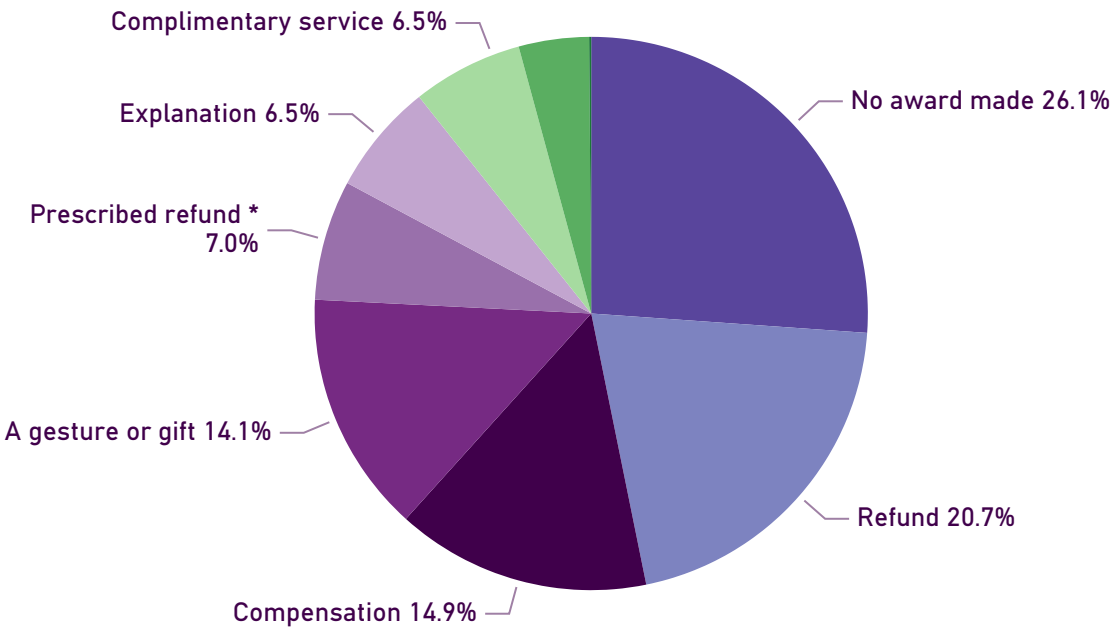
- Rail Passenger complaint upheld in full
- Rail Passenger complaint upheld in part
- Settled through Mediation
- Rail Passenger complaint not upheld
- Rail Passenger withdrew complaint



17. Resolution types and volume

Award type	No. of awards
A gesture or gift	354
Apology	103
Compensation	373
Complimentary service	162
Explanation	163
No award made	655
Prescribed refund *	176
Refund	519
Ticket reissue	3
Total	2508

** 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
£83

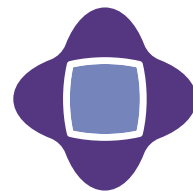
Largest financial award
made (inc. refund)
£551

18. Resolution types and volume by Participating Rail Operating Company

ServiceProvider	A gesture or gift	Apology	Compensation	Complimentary service	Explanation	No award made	Prescribed refund *	Refund	Total
Avanti West Coast	19	3	35	12	10	52	11	30	172
c2c			1			1			2
Caledonian Sleeper Train	1	1			1	1			4
Chiltern Railways					1	6	2	1	10
Cross Country	6	1	9	4	2	21	6	7	56
East Midlands Railway	1		1			6	1	3	12
Elizabeth Line	2						1	1	4
Govia Thameslink Railway	2		11		2	36	5	1	57
Grand Central			4	1	1	11		3	20
Great Western Railway	15	1	14	1	3	18	3	11	66
Greater Anglia	2		2			9	1		14
Heathrow Express			1						1
Hull Trains			1			1	1		3
London North Eastern Railway	14		14	1	3	20	2	30	84
London Overground	3	1						2	6
Lumo						3	1		4
Merseyrail			1						1
National Rail Enquiries								1	1
Northern Trains Ltd	3		4		2	14	1	4	28
ScotRail	3	2	4	1	1	4		4	19
South Western			2		1	8			11
Southeastern						4			4
TransPennine Express	14	1	24	2	4	8	4	23	80
Transport for Wales	13		9	2	3	8		9	44
West Midlands Trains	6	2	14	8	4	7	6	13	60
Total	104	12	151	32	38	238	45	143	763

* paid in accordance with the delay repay

The Rail Ombudsman



www.railombudsman.org

Dates: 01/04/23 -30/06/23