



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.

Our role is to look into the quality of service provided based on the commitments a Service Provider has made to you, and your consumer rights. We cannot look into complaints to do with industry policies or regulations. Please read the consumer guide for more information on the types of complaints which we can look at.

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 / WhatsApp: 07427 580 060

Email: 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 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

Reference number:
For office use only

Section - 1

Your details

Title:	Forename(s):		
Surname:			
Address:			
Town/City:			
County:			Post Code:
Telephone:			
Email:			
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:			
Town/City:			
County:			Post Code:
Telephone:			
Email:			
Preferred method of contact:			

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 other bodies? We may need to request details of this through our process:		Yes <input type="checkbox"/> No <input type="checkbox"/>
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 <input type="checkbox"/> No <input type="checkbox"/>
<p>Where did you hear about the Rail Ombudsman?</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%;"><input type="checkbox"/> Signposted by train or station operator as part of the complaint process</div> <div style="width: 33%;"><input type="checkbox"/> Other body, such as Citizens Advice or another Ombudsman/complaints body</div> <div style="width: 33%;"></div> <div style="width: 33%;"><input type="checkbox"/> Transport Focus or London TravelWatch</div> <div style="width: 33%;"><input type="checkbox"/> Train or station operator website</div> <div style="width: 33%;"><input type="checkbox"/> Disability charity or network</div> <div style="width: 33%;"><input type="checkbox"/> Poster/signage at station</div> <div style="width: 33%;"><input type="checkbox"/> Rail Ombudsman leaflet</div> <div style="width: 33%;"><input type="checkbox"/> Word of mouth e.g. friend/family/other passenger</div> <div style="width: 33%;"><input type="checkbox"/> Staff at station or on train</div> <div style="width: 33%;"><input type="checkbox"/> Internet search</div> <div style="width: 33%;"><input type="checkbox"/> Social media</div> <div style="width: 33%;"><input type="checkbox"/> Not sure</div> <div style="width: 33%;"><input type="checkbox"/> Other (please specify) <input style="width: 100%;" type="text"/></div> </div>		

Data Protection and Privacy

The Dispute Resolution Ombudsman, which 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.

Where you have supplied any Special Categories of Personal Data, by ticking this box you consent to the Rail Ombudsman using your data for the proper and reasonable administration of your claim. ☐

The Rail Ombudsman works with Transport Focus and London TravelWatch. These bodies are independent watchdogs for transport users, who use insight from complaints to inform their policy and campaign work with the aim of improving the passenger experience of rail. We transfer some cases to these bodies in accordance with our Privacy Notice, where the matters in dispute are outside our remit but within theirs.

Additionally, if you consent to the Rail Ombudsman sharing the content of your application form, including any personal data you may have included within it, with these bodies for the purposes of generating insight, please tick here: ☐

Please note that your response in no way affects your claim at the Rail Ombudsman and your details will only be shared once the case is closed.

If you have any questions regarding this, please contact info@railombudsman.org

Your consent can be withdrawn at any time by contacting us via info@railombudsman.org. In the event that you contact us and we have already shared the content of your application form, we will ask the Statutory Appeals Bodies to delete any personal data they hold about you.

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.

Signature:

Print 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

Question	Options																																																		
Preferred Method of contact	Email Post Telephone Through Representative																																																		
Name of Service Provider	<p>A list of Rail ADR Scheme members are as follows:</p> <table> <tr> <td>ABM (Ashford International)</td><td>Merseyrail</td></tr> <tr> <td>Avanti West Coast</td><td>National Rail Enquiries</td></tr> <tr> <td>c2c</td><td>Network Rail (stations)</td></tr> <tr> <td>Caledonian Sleeper</td><td>Nexus (Tyne and Wear Metro)</td></tr> <tr> <td>Chiltern Railways</td><td>North Yorkshire Moors Railway</td></tr> <tr> <td>Cross Country</td><td>Northern</td></tr> <tr> <td>East Midlands Railway</td><td>Pre Metro Operations</td></tr> <tr> <td>Elizabeth Line</td><td>Rail Adventure Ltd</td></tr> <tr> <td>Gatwick Express</td><td>Rail Operations (UK) Ltd</td></tr> <tr> <td>GB Railfreight Ltd</td><td>ScotRail</td></tr> <tr> <td>Glasgow Prestwick Airport</td><td>Southern</td></tr> <tr> <td>Grand Central</td><td>South Western Railway</td></tr> <tr> <td>Greater Anglia</td><td>South Yorkshire Supertram</td></tr> <tr> <td>Great Northern</td><td>Southeastern</td></tr> <tr> <td>GWR</td><td>Swanage railway</td></tr> <tr> <td>Hanson and Hall</td><td>TfW Rail</td></tr> <tr> <td>Heathrow Express</td><td>Thameslink</td></tr> <tr> <td>Hull Trains</td><td>Transpennine Express</td></tr> <tr> <td>LNER</td><td>Transport for Greater Manchester</td></tr> <tr> <td>Locomotive Services (TOC)</td><td>(Horwich Parkway)</td></tr> <tr> <td>London Overground</td><td>Vintage Trains</td></tr> <tr> <td>London Southend Airport</td><td>West Coast Railways</td></tr> <tr> <td>London Underground</td><td>West Midlands Trains</td></tr> <tr> <td>(certain stations)</td><td></td></tr> <tr> <td>LUMO</td><td></td></tr> </table>	ABM (Ashford International)	Merseyrail	Avanti West Coast	National Rail Enquiries	c2c	Network Rail (stations)	Caledonian Sleeper	Nexus (Tyne and Wear Metro)	Chiltern Railways	North Yorkshire Moors Railway	Cross Country	Northern	East Midlands Railway	Pre Metro Operations	Elizabeth Line	Rail Adventure Ltd	Gatwick Express	Rail Operations (UK) Ltd	GB Railfreight Ltd	ScotRail	Glasgow Prestwick Airport	Southern	Grand Central	South Western Railway	Greater Anglia	South Yorkshire Supertram	Great Northern	Southeastern	GWR	Swanage railway	Hanson and Hall	TfW Rail	Heathrow Express	Thameslink	Hull Trains	Transpennine Express	LNER	Transport for Greater Manchester	Locomotive Services (TOC)	(Horwich Parkway)	London Overground	Vintage Trains	London Southend Airport	West Coast Railways	London Underground	West Midlands Trains	(certain stations)		LUMO	
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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?	<table> <tr> <td>Service Provider's Website</td><td>Trainline</td></tr> <tr> <td>ebookers.com</td><td>On Train</td></tr> <tr> <td>Megatrain.com</td><td>Ticket office (at a station)</td></tr> <tr> <td>MyTrainTicket</td><td>Ticket Vending Machine (at a station)</td></tr> <tr> <td>Raileasy</td><td></td></tr> <tr> <td>Redspottedhanky.com</td><td>Other – please state</td></tr> </table>	Service Provider's Website	Trainline	ebookers.com	On Train	Megatrain.com	Ticket office (at a station)	MyTrainTicket	Ticket Vending Machine (at a station)	Raileasy		Redspottedhanky.com	Other – please state																																						
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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																																																		