

# Quarterly Statistical Report

# Q4

Dates: 01/01/24 - 31/03/24

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## Definitions

<b>Rail Passenger</b>	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.
<b>Participating Rail Operating Company</b>	A rail operating company which is part of the Rail Ombudsman scheme. The full list of Participating Rail Operating Companies is available here: <a href="http://www.railombudsman.org/about-us/Participating-service-providers/">www.railombudsman.org/about-us/Participating-service-providers/</a>
<b>In Scope</b>	A complaint accepted as being eligible for the Rail Ombudsman scheme.
<b>Out of Scope (Transferred)</b>	A complaint that is outside the scope of the Rail Ombudsman scheme which is transferred to either Transport Focus or London TravelWatch.
<b>Out of Scope (Ineligible)</b>	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.
<b>Simple Resolution</b>	A stage in the Rail Ombudsman process that provides an opportunity, in some circumstances, to quickly resolve an issue.
<b>Complex Resolution</b>	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.
<b>Mediation</b>	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.
<b>Adjudication</b>	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/>

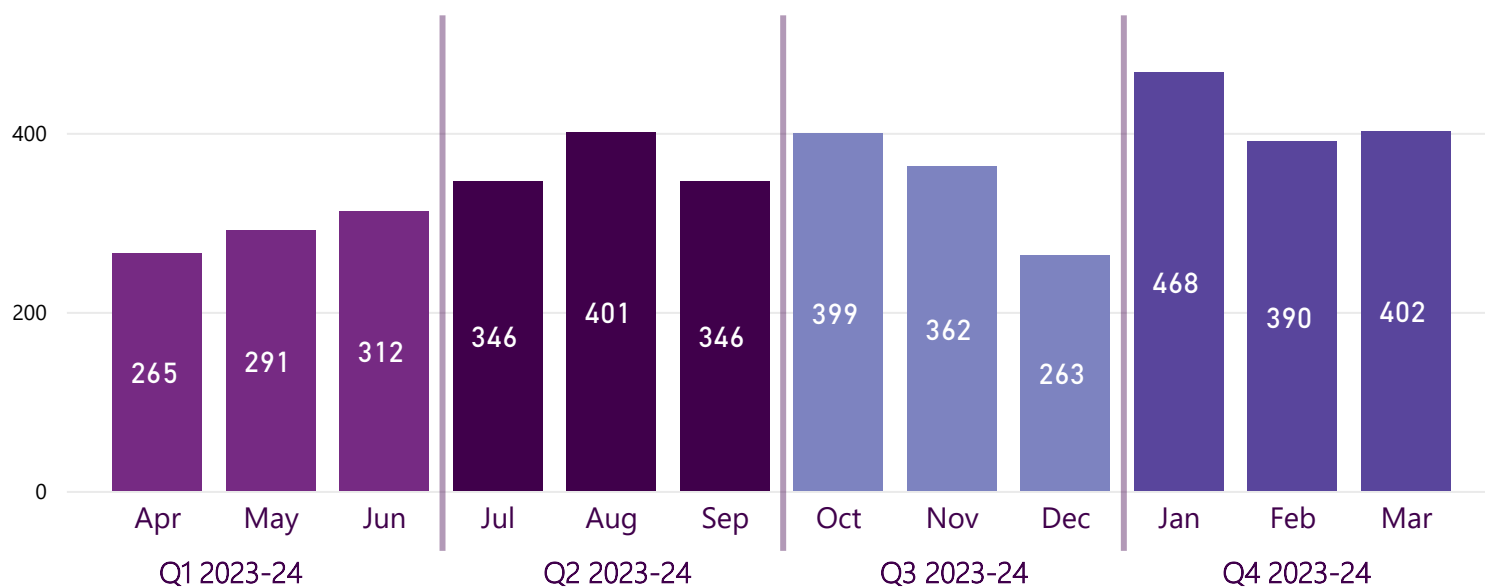
Complaints evaluated / closed by the Rail Ombudsman during Quarter 4 include complaints raised in the previous quarter. Outcomes should be considered in the context of the end-to-end dispute resolution process. Adjudication outcomes tend to be upheld in part or not upheld, because of the opportunities to resolve cases where a full remedy is due through Simple Resolution or Mediation.

## Quarter 4: Key Facts

	Q4 2023-24	vs Q3 2023-24	vs Q4 2022-23
New cases referred to the Rail Ombudsman	1260	+23%	-12%
Cases evaluated by the Rail Ombudsman	1157	+7%	-25%
% Cases found to be In Scope for the scheme	58%	-4 pp	-12 pp
% Cases referred to consumer advocacy bodies	9%	No change	+3 pp
% Cases found to be Out of Scope: Ineligible	33%	-4 pp	+9 pp
Average financial award (where financial award secured)	£85	+21%	-10%

'Delay compensation schemes' remains the largest complaint category accounting for 39% 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



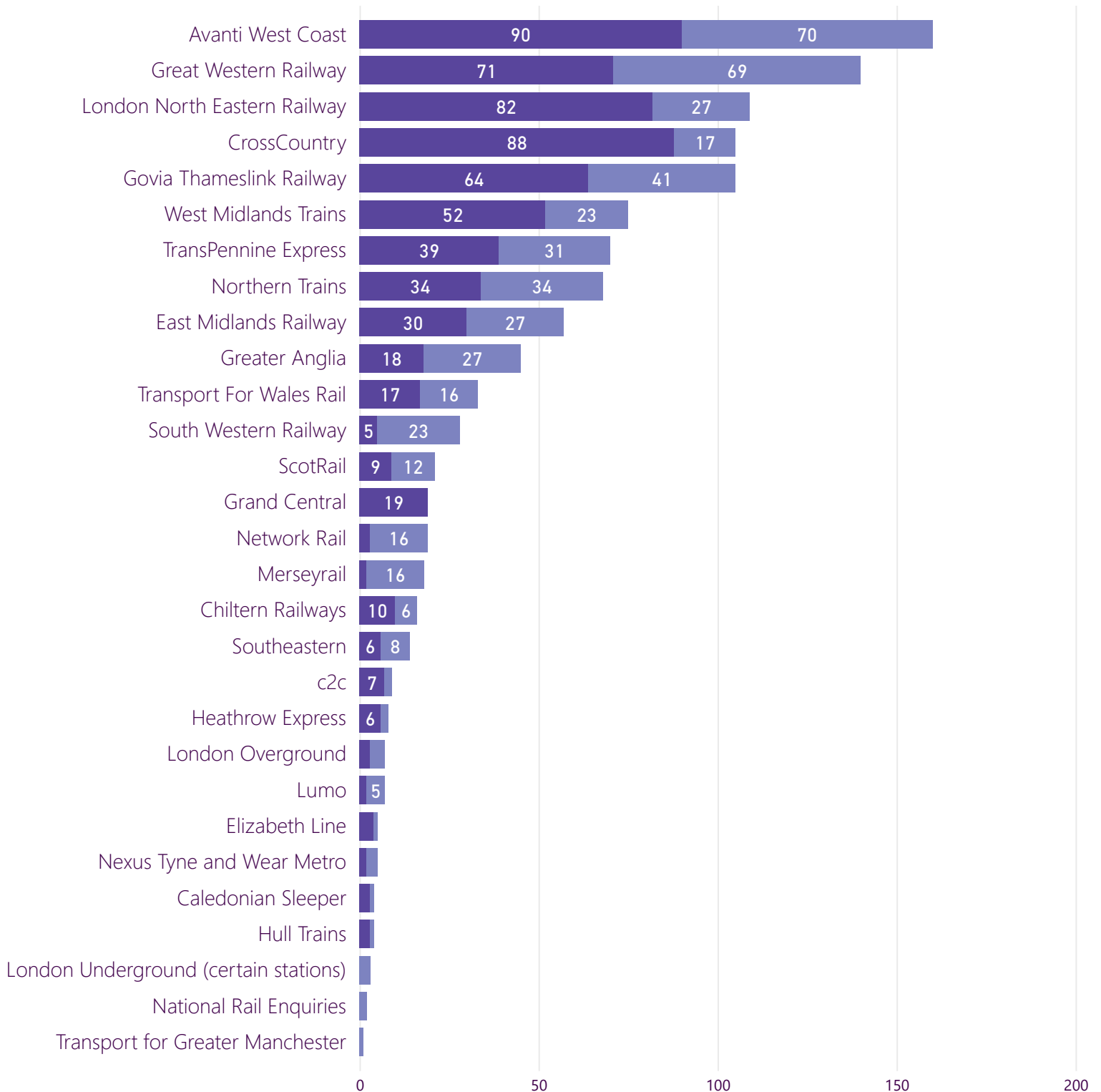
Total referred to the Rail Ombudsman in Quarter 4: 1260

The above chart covers complaints referred to the Rail Ombudsman during Quarter 4 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 4 by Rail Operating Company.

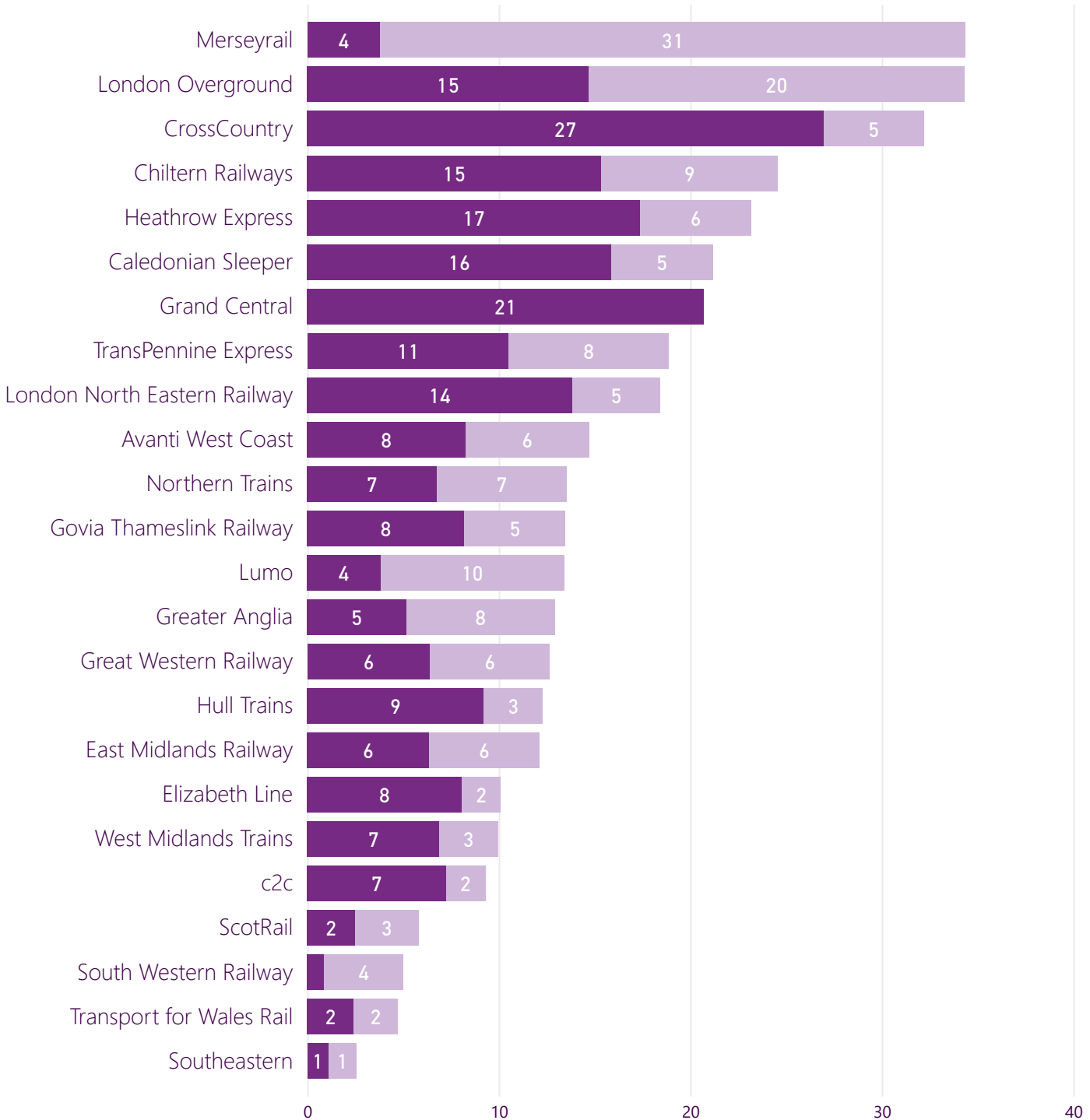
● In Scope ● Out of Scope



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

Volume of complaints assessed during Quarter 4 by Participating Rail Operating Company, normalised by Rail Operator complaints (scaled by 1000s for ease of reading).

● In Scope ● Out of Scope

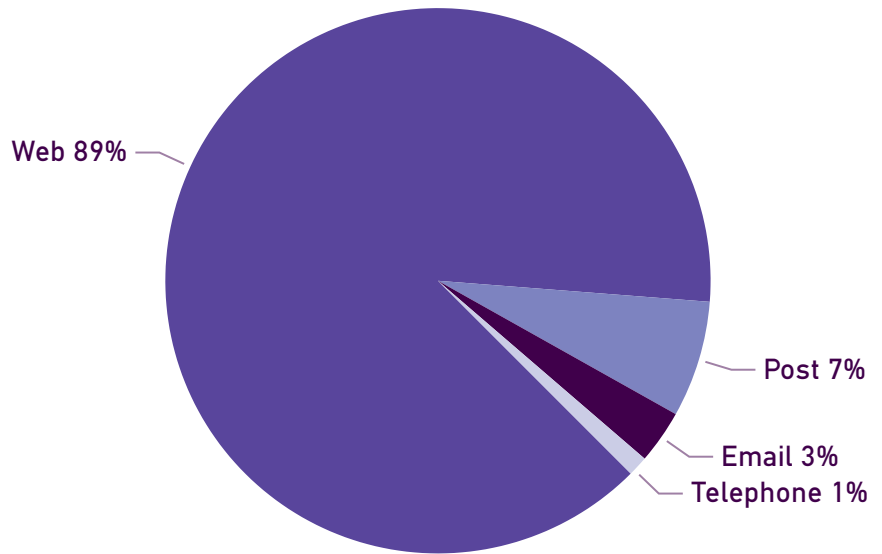


(Rail Operators' complaint volumes source: ORR)

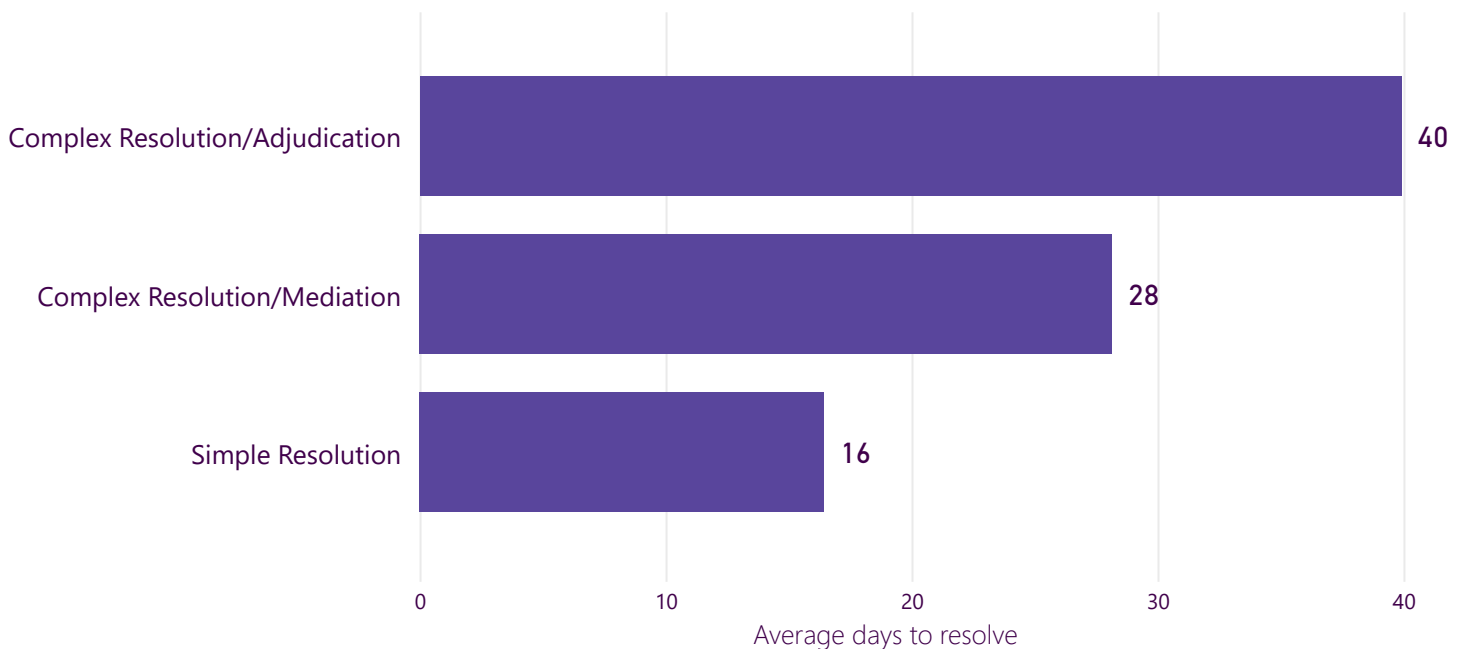
#### 4. Channel used by Rail Passengers to refer complaints to the Rail Ombudsman

The channel used by a Rail Passenger to refer a complaint (excluding contact relating to general enquiries, advice and signposting).

Channel	Vol. of complaints
Web	1118
Post	87
Email	40
Telephone	15
<b>Total</b>	<b>1260</b>

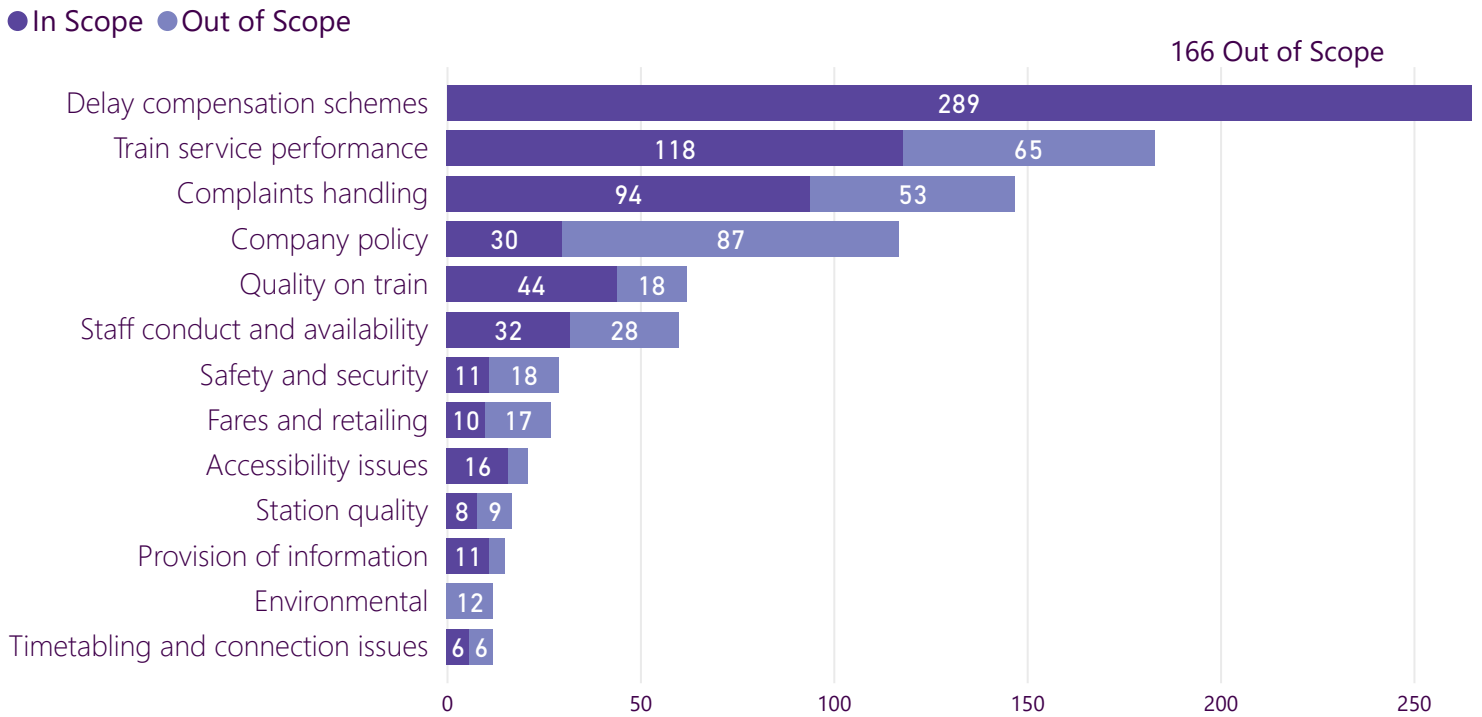


#### 5. Average time to close In Scope complaints in working days

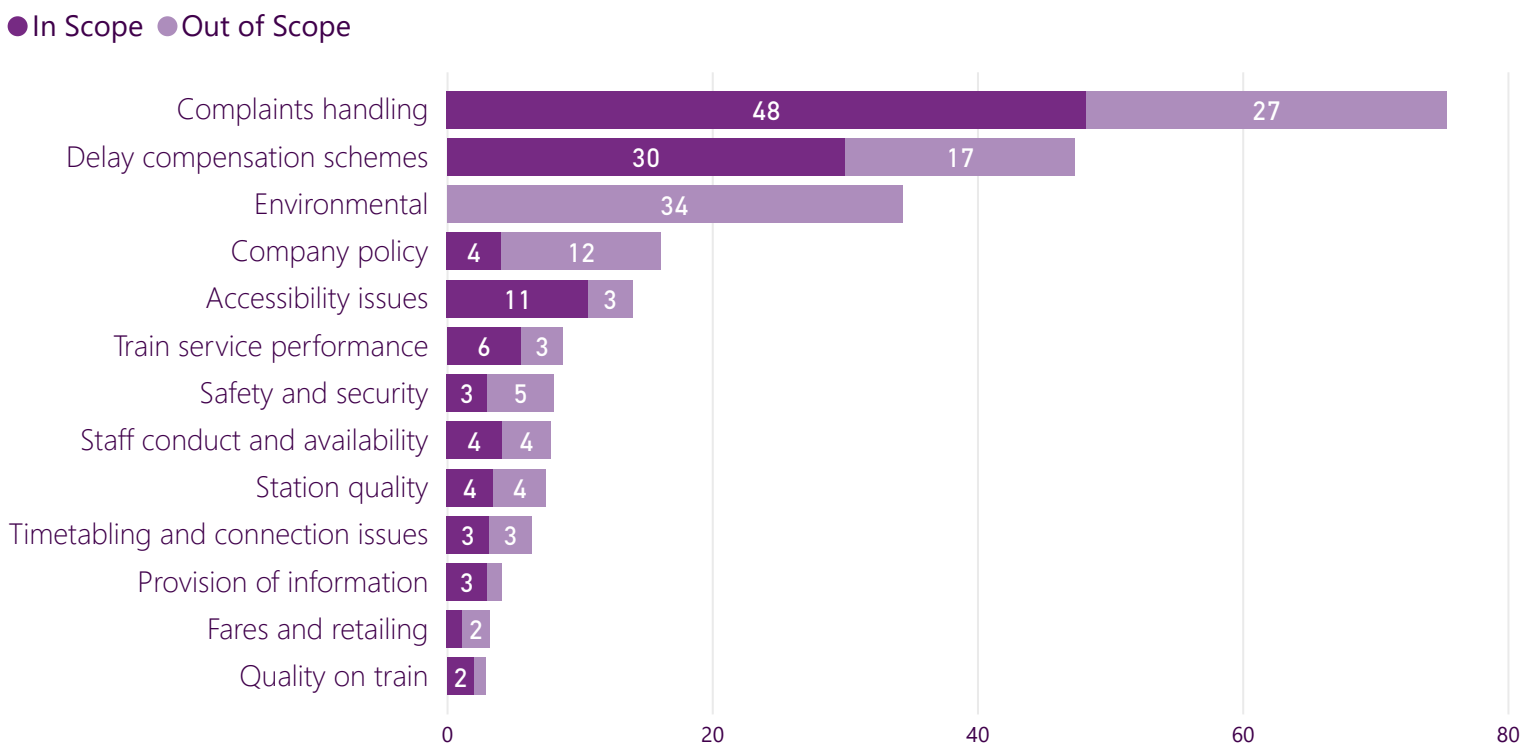


*We work to resolve cases within 40 working days. However, extensions may be agreed by all parties in the event of exceptional circumstances or where additional evidence or independent advice is necessary for a decision to be made.*

## 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. Data normalised by Q3 (October-December 2023) Industry data <https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints/>



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

Top level category	Second level category	Vol. of complaints
Accessibility issues	Assistance booking process	1
Accessibility issues	Assistance staff	4
Accessibility issues	Booked assistance not provided at station	6
Accessibility issues	Booked assistance not provided on train	2
Accessibility issues	Disabled toilets at station/on train	1
Accessibility issues	Lack of disabled facilities at station/on train	1
Accessibility issues	Lack of information	4
Accessibility issues	Quality of service from Help Points (including requesting assistance)	1
Accessibility issues	Unbooked assistance not provided at station	1
Company policy	Onboard policy	4
Company policy	Other	1
Company policy	Ticketing and refunds policy	112
Complaints handling	Complaint not received	9
Complaints handling	Complaints not fully addressed/fulfilled by Participating Rail Operating Company	79
Complaints handling	No response from Participating Rail Operating Company	17
Complaints handling	Response time	5
Complaints handling	Unhappy at type/level of compensation	37
Delay compensation schemes	Awareness/promotion of schemes	1
Delay compensation schemes	Compensation claim rejected	192
Delay compensation schemes	Compensation claims process	137
Delay compensation schemes	Level of compensation	73
Delay compensation schemes	Other	1
Delay compensation schemes	Participating Rail Operating Company processing error	5
Delay compensation schemes	Speed of response	46
Environmental	General appearance of station	1
Environmental	Lighting of station	1
Environmental	Litter and contamination	2
Environmental	Noise pollution	3
Environmental	Overgrown vegetation	5
Fares and retailing	Smartcards	4
Fares and retailing	Ticket buying facilities	14
Fares and retailing	Value for money of ticket price	9

*Continued on next page.*

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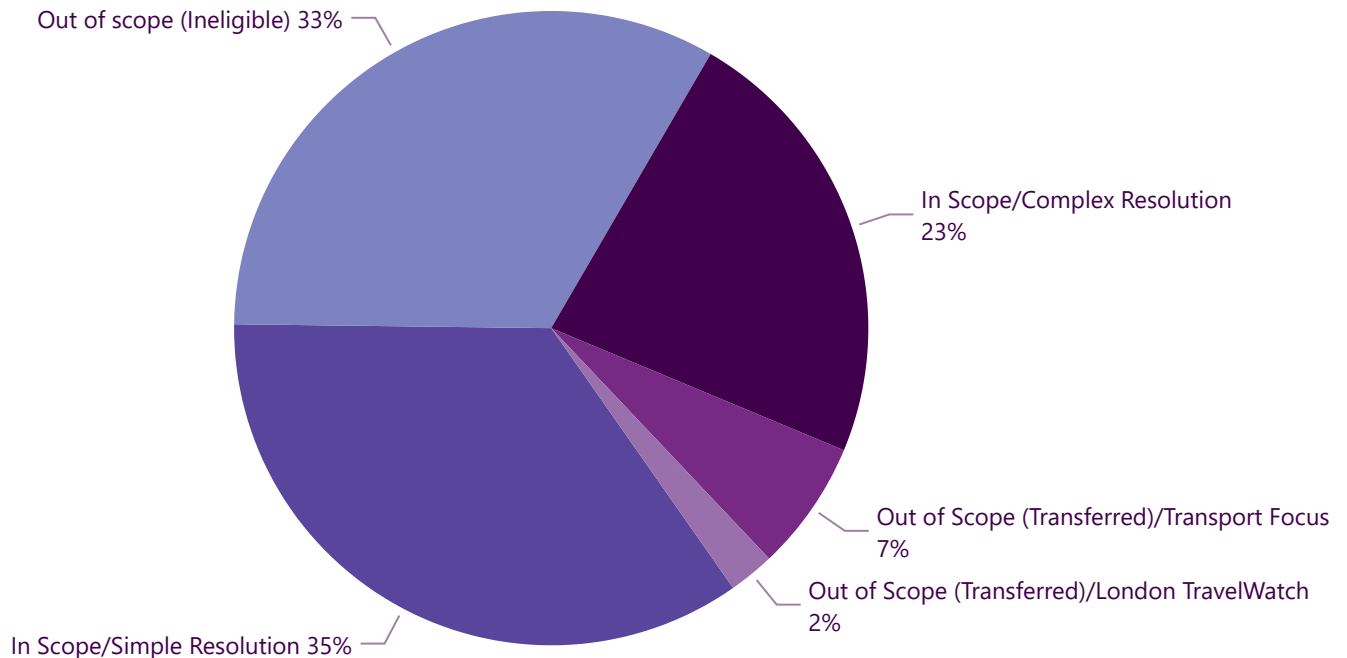
Top level category	Second level category	Vol. of complaints
Provision of information	Provision of information about train times/platforms	8
Provision of information	Provision of information on website or mobile apps	3
Provision of information	The provision of information during the journey	4
Quality on train	Facilities onboard	26
Quality on train	Sufficient room for all passengers to sit/stand	29
Quality on train	The comfort of the seating area	2
Quality on train	The space for luggage	2
Quality on train	The toilet facilities	3
Safety and security	Personal security onboard	20
Safety and security	Personal security whilst using station	9
Staff conduct and availability	How request to station staff was handled	5
Staff conduct and availability	The attitudes and helpfulness of the staff at station	29
Staff conduct and availability	The helpfulness and attitude of other staff (not on train/not at station)	4
Staff conduct and availability	The helpfulness and attitude of staff on train	22
Station quality	Cleanliness	1
Station quality	Facilities for car parking	3
Station quality	The facilities and services	10
Station quality	The upkeep/repair of the station buildings/platforms	3
Timetabling and connection issues	Connections with other forms of public transport	1
Timetabling and connection issues	Connections with other train services	7
Timetabling and connection issues	Routing	1
Timetabling and connection issues	Timetabling	3
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	183

## 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/Simple Resolution	404
Out of scope (Ineligible)	384
In Scope/Complex Resolution	265
Out of Scope (Transferred)/Transport Focus	77
Out of Scope (Transferred)/London TravelWatch	27
<b>Total</b>	<b>1157</b>

Of the 1157 complaints assessed in Quarter 4, 58% ( 669 complaints) were In Scope, 42% (488) were deemed to be Out of Scope and Ineligible for the scheme (60% of which were due to no deadlock letter provided). 9% (104) were transferred to consumer advocacy bodies. See chart 12 on page 11 for Out of Scope reasons.

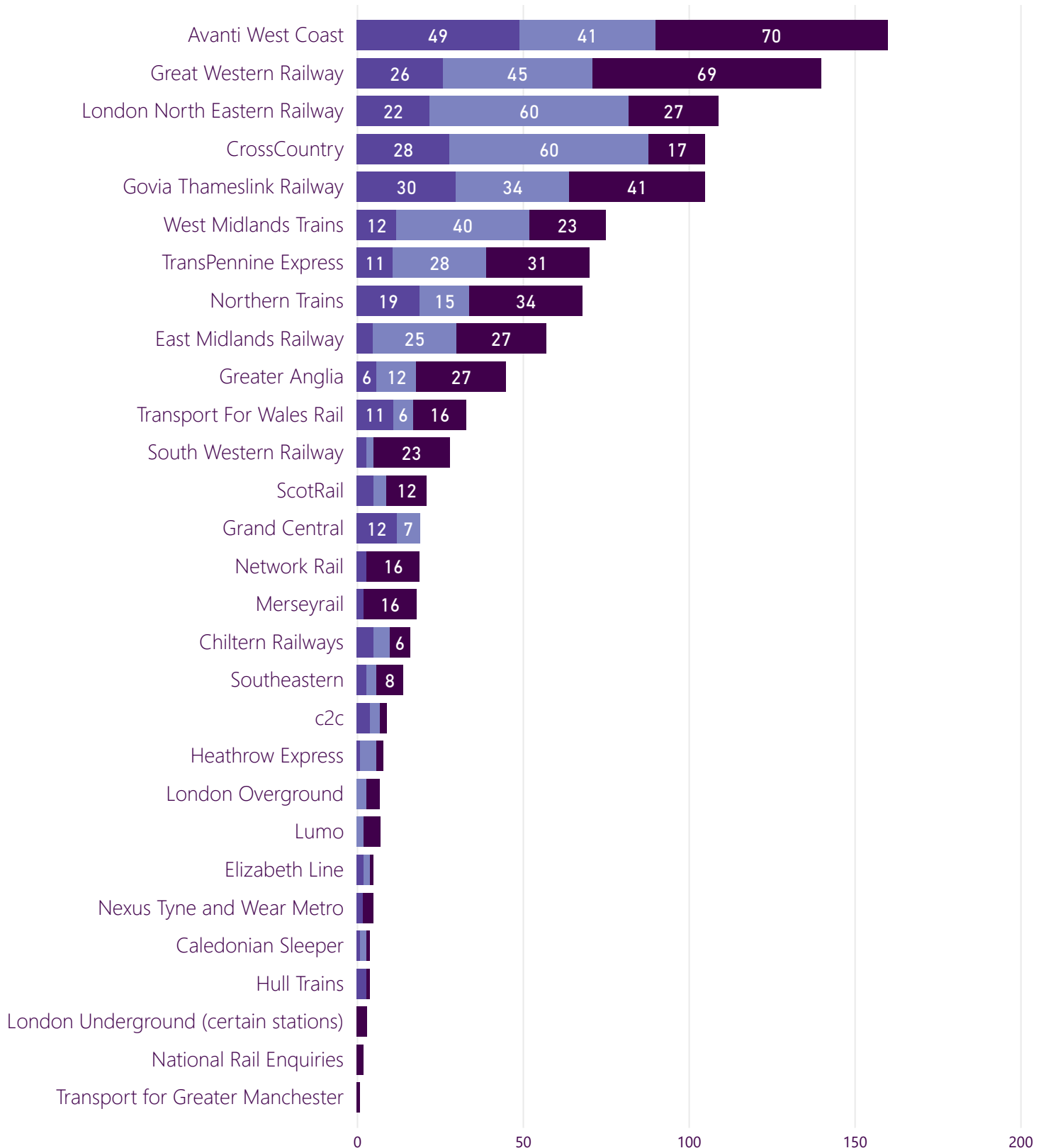


*Note: Complaints assessed include complaints carried forward from the previous quarter as well as some of the new complaints referred to the Rail Ombudsman during this quarter.*

## 10. Complaint classifications by Participating Rail Operating Company

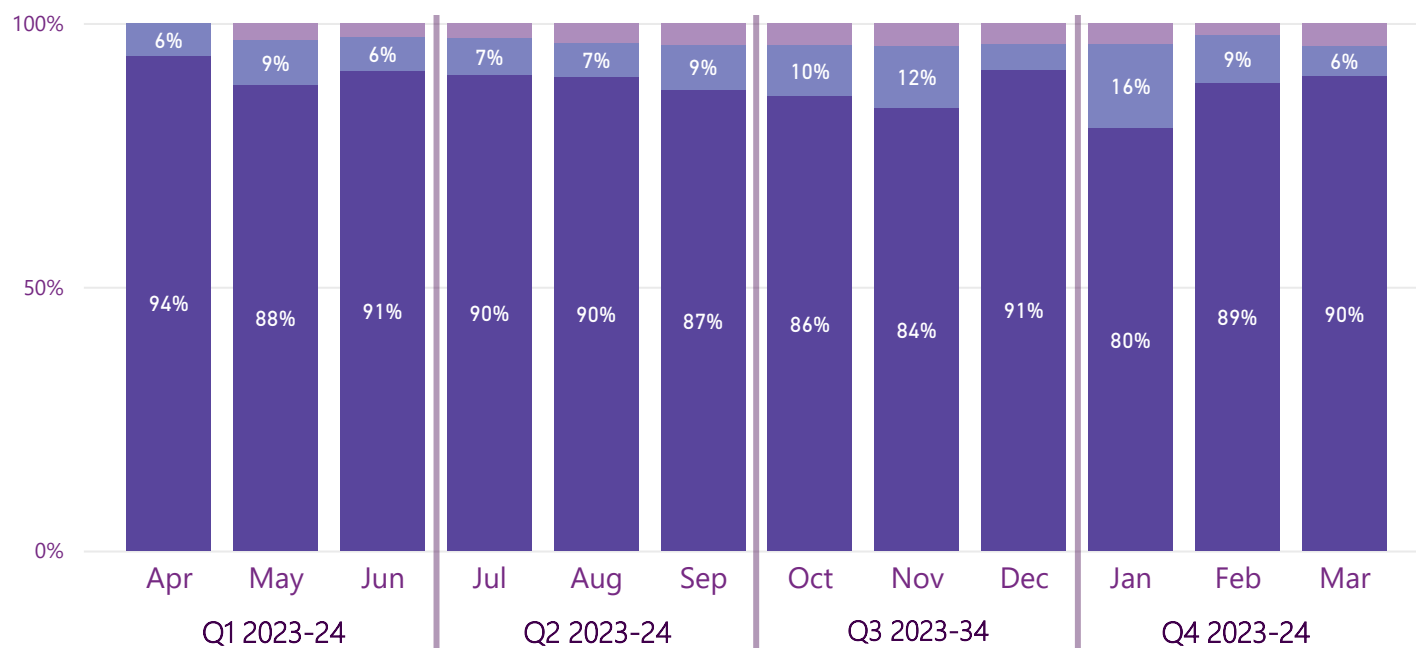
Complaints evaluated by the Rail Ombudsman during Quarter 4, by Participating Rail Operating Company.

● 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

Transferred to ● Retained by the Rail Ombudsman ● Transport Focus ● London TravelWatch



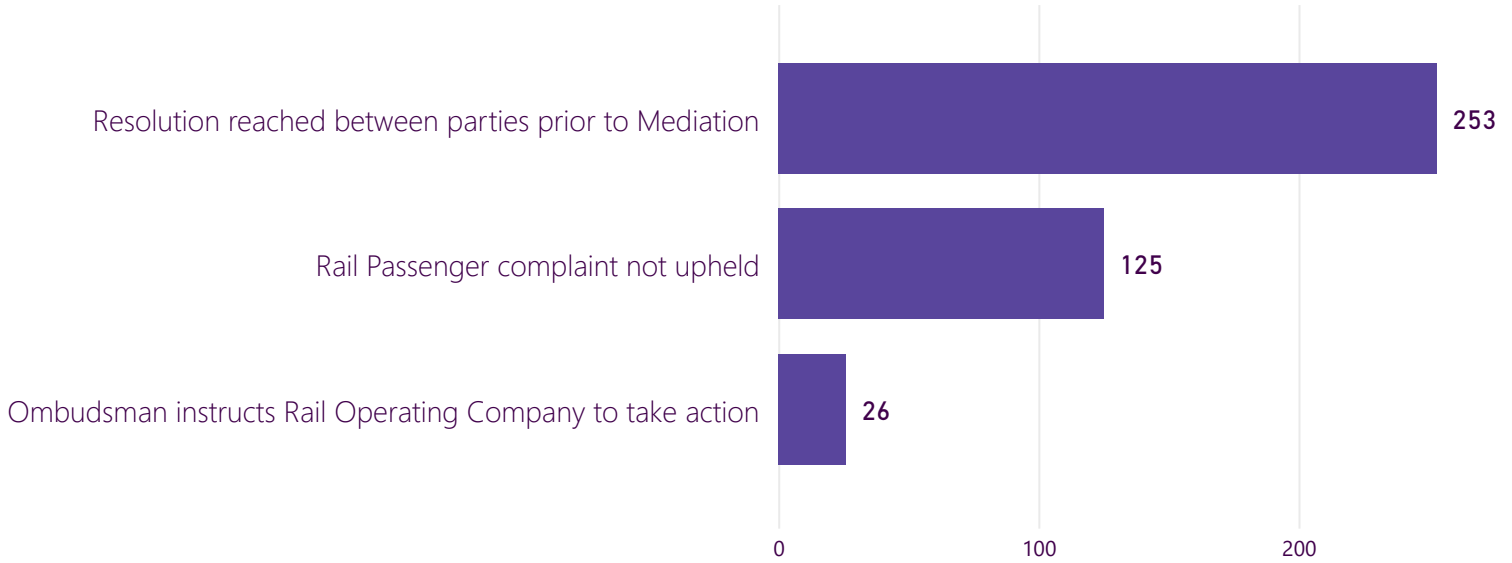
## 12. Out of Scope categories

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	290		290
Penalty fare appeals	1	69	70
Action being taken by alternative channel	44	6	50
Policy issues	2	18	20
Already settled	15		15
Residential or lineside issues	12		12
Personal injury claim	10		10
Criminal claims	3	6	9
Planned service alterations/closures	1	5	6
Consumer withdrew	2		2
Parking charge notices	2		2
Human Resources	1		1
Incident date prior to Ombudsman launch	1		1
<b>Total</b>	<b>384</b>	<b>104</b>	<b>488</b>

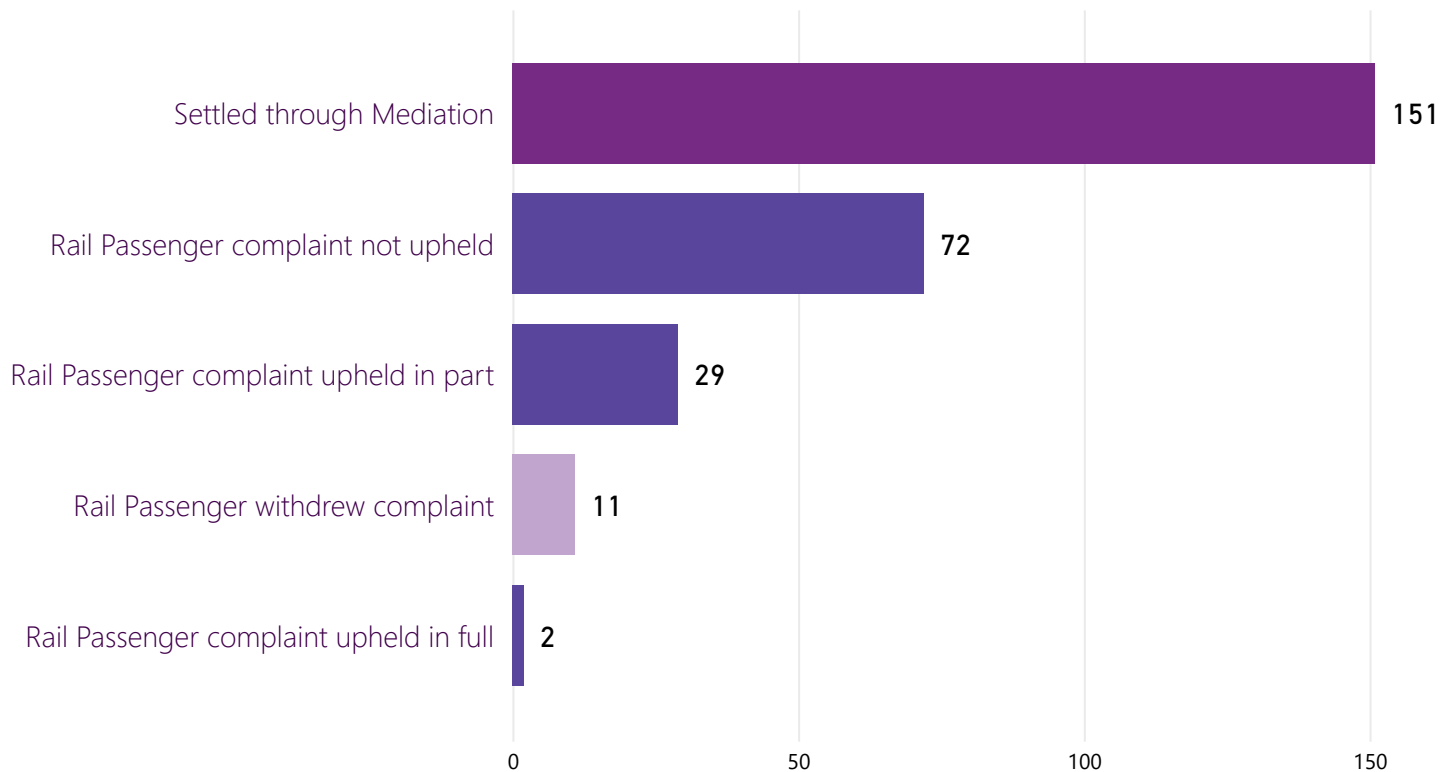
### 13. Simple Resolution case outcomes

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

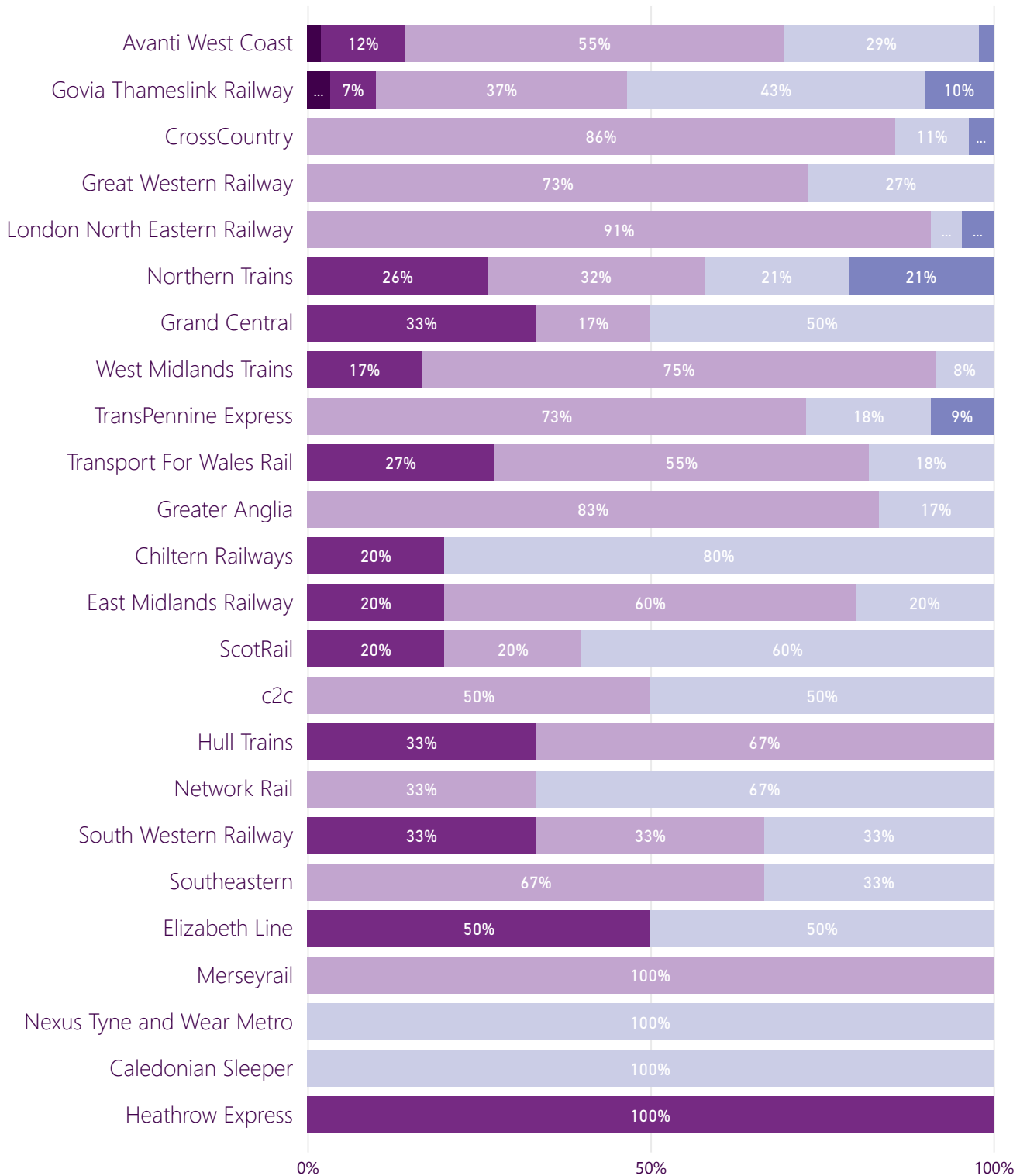
Outcomes of closed Simple Resolution cases by Participating Rail Operating Company.

Service Provider	Ombudsman instructs Rail Operating Company to take action	Rail Passenger complaint not upheld	Resolution reached between parties prior to Mediation	Total
CrossCountry	2	11	47	<b>60</b>
London North Eastern Railway	4	11	45	<b>60</b>
Great Western Railway	2	8	35	<b>45</b>
Avanti West Coast	4	18	19	<b>41</b>
West Midlands Trains	2	1	37	<b>40</b>
Govia Thameslink Railway		32	2	<b>34</b>
TransPennine Express	1	6	21	<b>28</b>
East Midlands Railway	1	2	22	<b>25</b>
Northern Trains	2	7	6	<b>15</b>
Greater Anglia	1	5	6	<b>12</b>
Grand Central	2	4	1	<b>7</b>
Transport For Wales Rail	1	3	2	<b>6</b>
Chiltern Railways	1	4		<b>5</b>
Heathrow Express		5		<b>5</b>
ScotRail	1	1	2	<b>4</b>
c2c			3	<b>3</b>
London Overground	1	1	1	<b>3</b>
Southeastern		3		<b>3</b>
Caledonian Sleeper	1	1		<b>2</b>
Elizabeth Line		1	1	<b>2</b>
Lumo			2	<b>2</b>
South Western Railway		1	1	<b>2</b>
<b>Total</b>	<b>26</b>	<b>125</b>	<b>253</b>	<b>404</b>

## 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
No award made	992
Refund	982
A gesture or gift	810
Compensation	689
Prescribed refund *	354
Complimentary service	271
Explanation	241
Apology	167
Ticket reissue	6
<b>Total</b>	<b>4512</b>

\* 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  
**£85**

Largest financial award  
made (inc. refund)  
**£4,704 \***

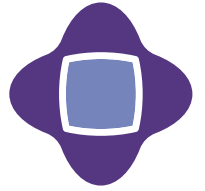
\* This related to a compensatory settlement, under a case brought on behalf of 55 consumers. To better reflect individual case awards, this figure has been excluded from the average award values in this report.

## 18. Resolution types and volume by Participating Rail Operating Company

Service Provider	A gesture or gift	Apology	Compensation	Complimentary service	Explanation	No award made	Prescribed refund *	Refund	Total
▲									
Avanti West Coast	13	2	14	8	6	36	15	10	104
c2c	2		2		2	2			8
Caledonian Sleeper Train						3			3
Chiltern Railways			1			9			10
Cross Country	10	3	24	9	3	19	24	8	100
East Midlands Railway	11		11	2		4	5	8	41
Elizabeth Line			1			2		1	4
Govia Thameslink Railway	3		6	1	2	48	2	3	65
Grand Central	1		4	2	1	12		1	21
Great Western Railway	18	1	18		1	19	9	17	83
Greater Anglia	3		3		1	8		7	22
Heathrow Express						5	1		6
Hull Trains			3						3
London North Eastern Railway	23	3	32	7	3	15	6	38	127
London Overground		1				1	1	1	4
Lumo					1			1	2
Merseyrail	1	1				1			3
Network Rail					1	2			3
Nexus Tyne and Wear Metro						2			2
Northern Trains			11			17	2	5	35
ScotRail	2		2			5			9
South Western	1		3			2			6
Southeastern	1				2	4			7
TransPennine Express	16		10	1	1	11	3	10	52
Transport For Wales Rail	3		6		2	6		4	21
West Midlands Trains	14		18	15	1	4	4	20	76
<b>Total</b>	<b>122</b>	<b>11</b>	<b>169</b>	<b>45</b>	<b>27</b>	<b>237</b>	<b>72</b>	<b>134</b>	<b>817</b>

\* paid in accordance with the delay repay procedure

# The Rail Ombudsman



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

Dates: 01/01/24 - 31/03/24