

Report:

Scheme Member experience
survey, conducted by the Rail
Ombudsman.

November 2024

Scheme Member experience survey - Executive Summary

This annual survey, which was conducted this year between 9th May 2024 – 15th July 2024, examined the experiences of Rail Ombudsman Scheme Members. The questions were centred around the members' interactions with the Rail Ombudsman, its impact and the standard of service.

Each Scheme Member was able to submit one response. A total of 21 responses were received. (Please see Annex 1 for further details.)

Data headlines

- The overall service provided by the Ombudsman to date was rated as follows: **15% Fair, 35% Good, 50% Very Good** – an overall score of 4.4/5 was received.
- **74% of respondents** felt that the presence of the Rail Ombudsman positively affected complaints handling in their organisation.
- Responses regarding adjudications showed that **90%** found them to be transparent and explained.

About this report

The following sections summarise the results. Percentages have been rounded to the nearest whole number i.e. totals may be slightly under or over 100%.

This report summarises key feedback received in an anonymous format for the purposes of publication. The survey also gathered feedback relating to operational aspects including:

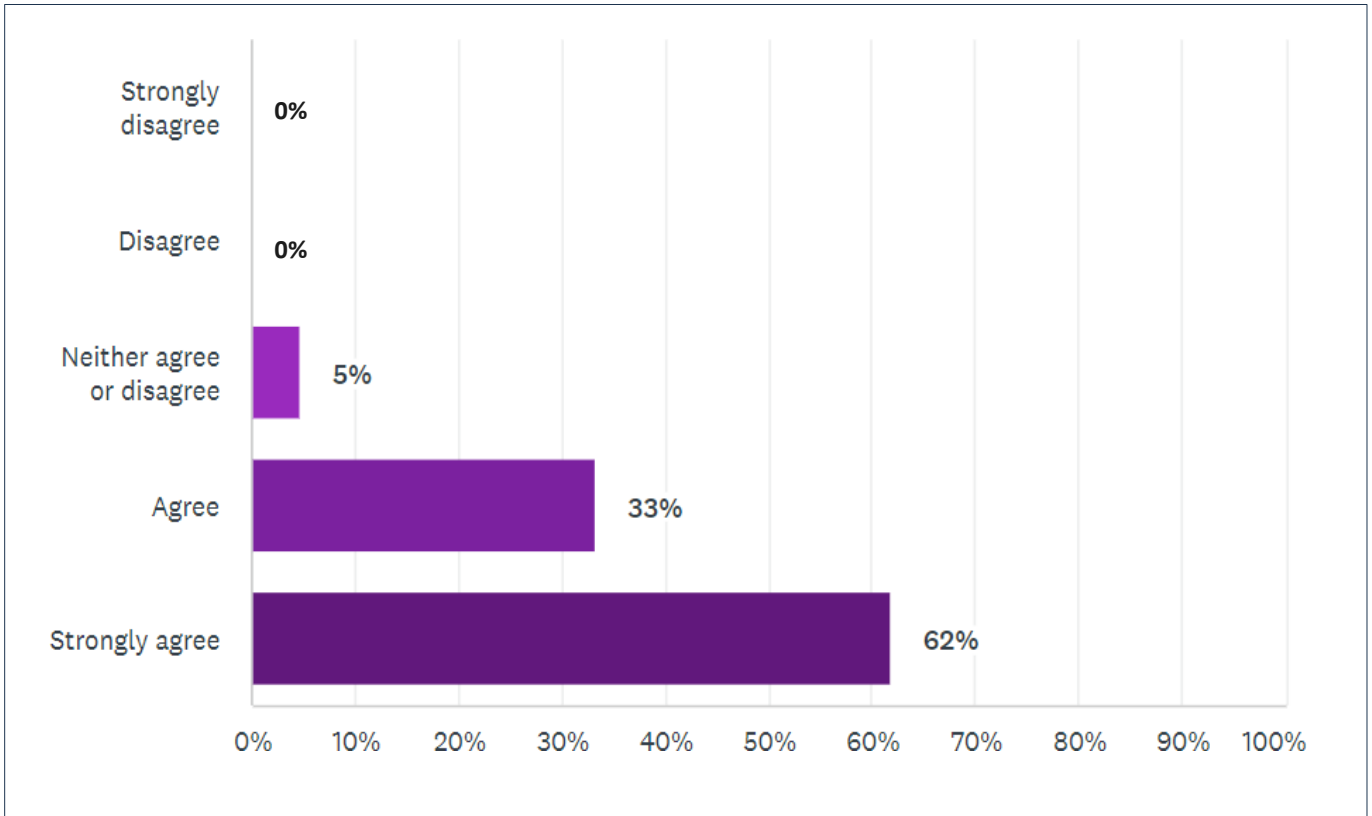
- Use of the Case Management System, which was found to be reliable and user friendly.
- Service delivery with overall positive feedback being received.
- Use of the member advice line with varied uptake being noted.
- Training and feedback from delegates, with positive feedback received on training delivered, and appetite for further courses on a number of themes.
- Review of materials published by the Rail Ombudsman, which showed positive uptake of the insight generated and an opportunity to enhance the Rail Ombudsman's scope.

All feedback informs the Rail Ombudsman's approach to continuous improvement.

Responses

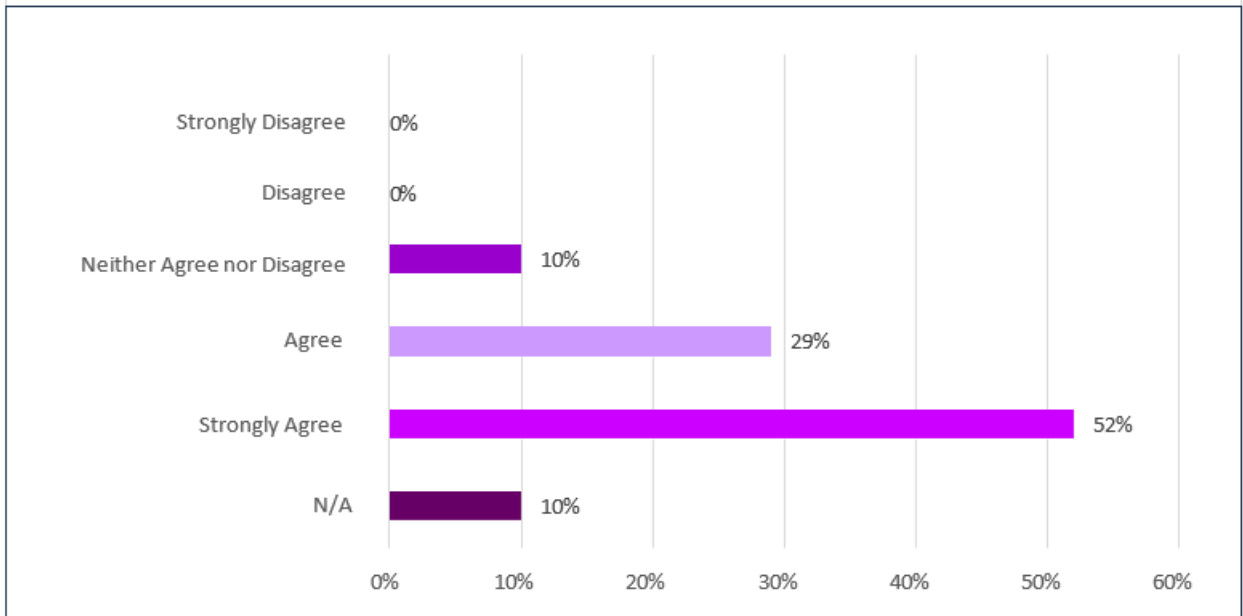
The role of the Rail Ombudsman

Our team understands the role of the Rail Ombudsman and can articulate this to consumers.

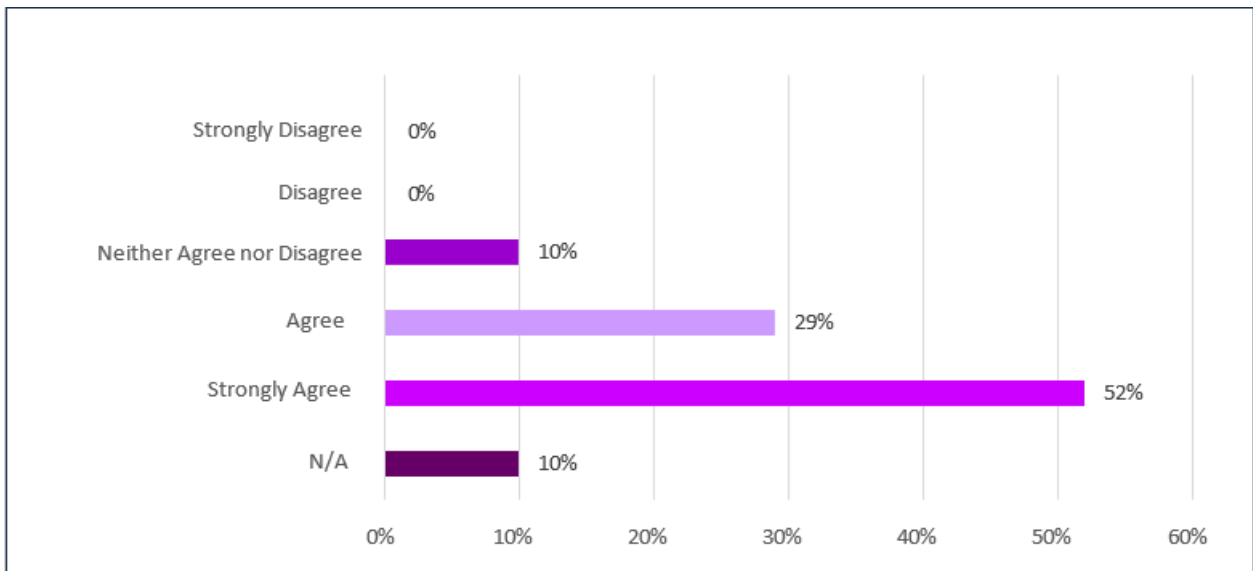


Resolving disputes

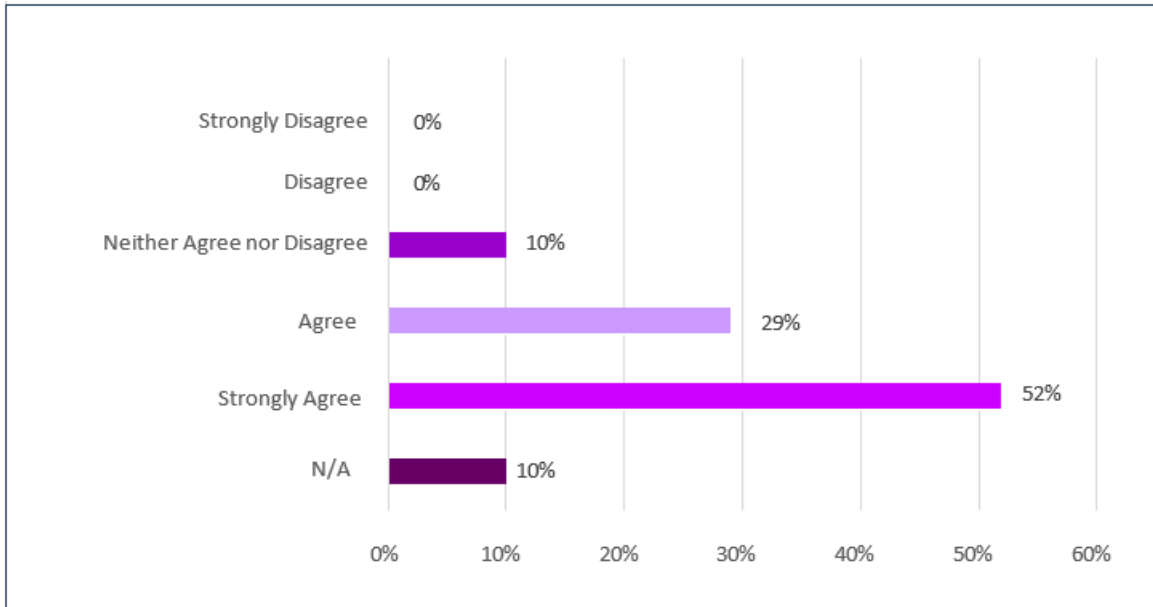
The Rail Ombudsman approaches each case individually and objectively.



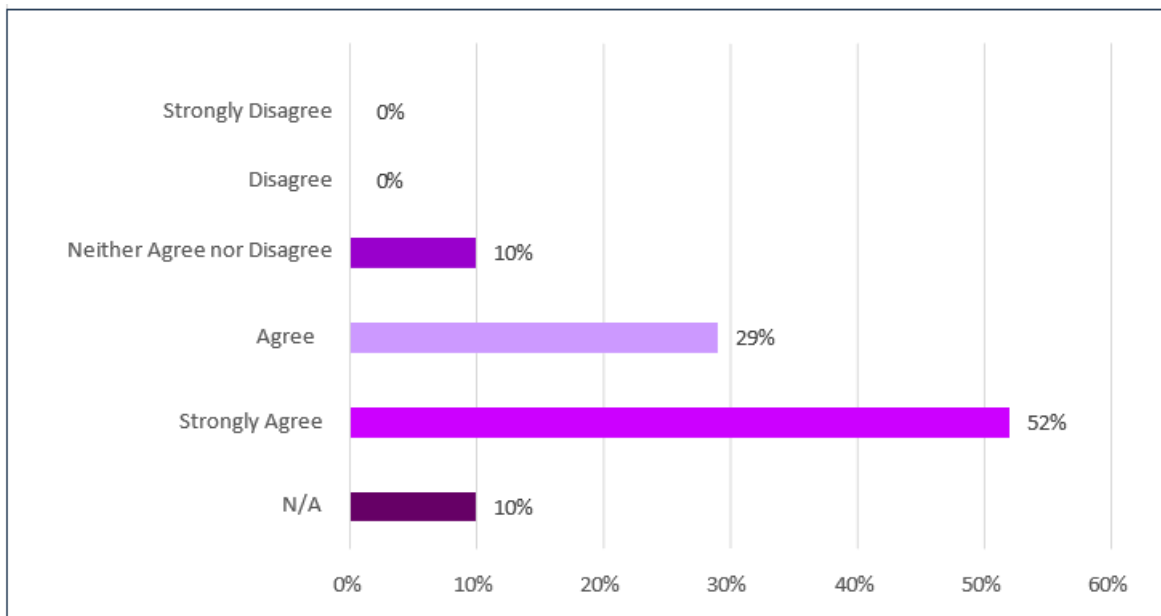
In mediation, the Rail Ombudsman plays a positive role to resolve a dispute.



The Rail Ombudsman's adjudications are transparent and explained.

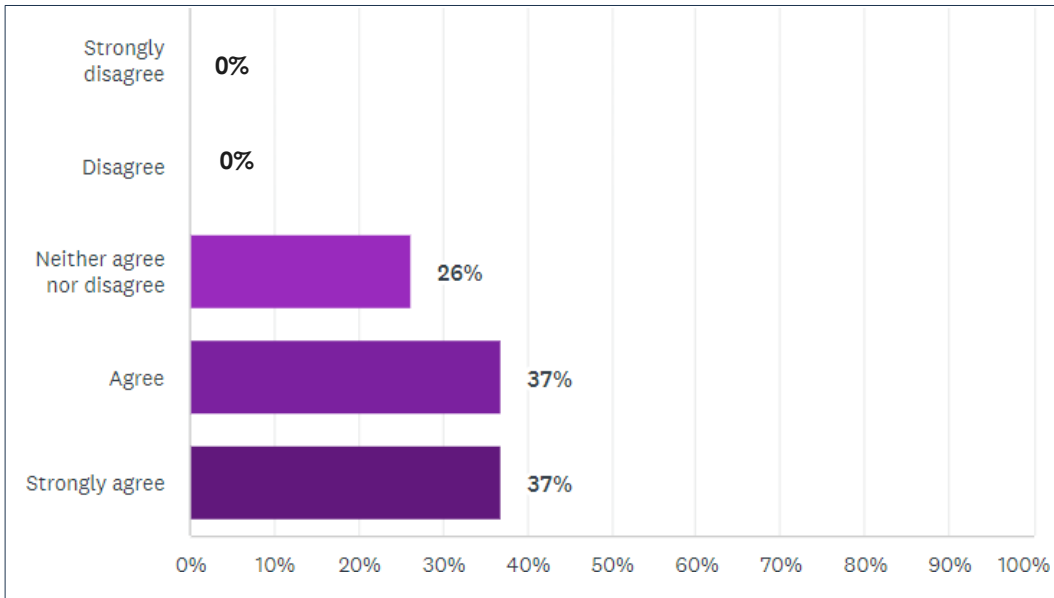


The Rail Ombudsman's adjudications are fair and impartial.

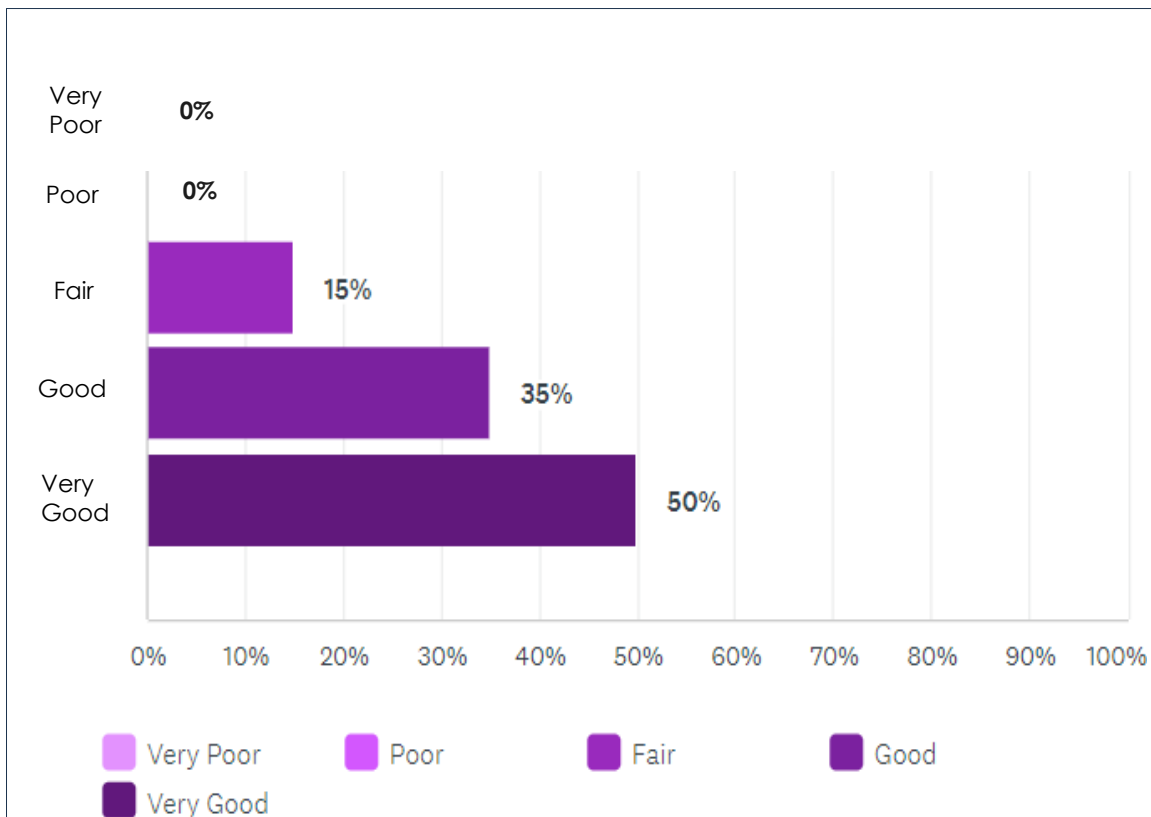


Impact

The presence of the Rail Ombudsman positively affects complaints handling in our organisation.



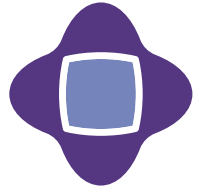
The overall service the Rail Ombudsman has provided to date has been...



Annex 1 – Respondents

- Chiltern Railways
- Pre Metro Operations Limited
- Heathrow Express
- Rail Operations Group
- East Midlands Railway
- Great Western Railway
- Locomotive Services TOC Limited
- South Yorkshire Future Trams Limited
- Greater Anglia
- Avanti West Coast
- Govia Thameslink Railway
- Southeastern
- South Western Railway
- Transport for Wales
- Hull Trains
- Network Rail
- Lumo
- Caledonian Sleeper
- Nexus
- West Coast Railways

The Rail Ombudsman



www.railombudsman.org

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