

Rail Ombudsman Complaints Process

At the Rail Ombudsman, we value feedback from our customers and are committed to addressing any concerns promptly and fairly. Should you wish to submit a complaint, please follow the guidelines outlined below.

Scope of Complaints

We will only consider complaints that relate to the level of service received. We can only consider a complaint once your case has been closed.

We will not consider any complaint or part of a complaint where:

- You have previously made a complaint to the Rail Ombudsman about the same issue;
- Your complaint is frivolous or vexatious;
- Your complaint relates to matters other than the handling of the complaint by the ombudsman service.

Submitting a Complaint

Complaints must be submitted in writing¹ via email to complaints@railombudsman.org or in writing to Rail Ombudsman, 1st Floor, Premier House, Argyle Way, Stevenage, Hertfordshire, SG1 2AD.

Please include your name, case reference, details of the complaint, and any supporting documentation or evidence.

Initial Review

Upon receiving a complaint, we will aim to acknowledge receipt within seven working days.

The complaint will be reviewed by our team to assess its validity and scope.

Complaint Resolution

If the complaint falls within the scope of our complaints process, we will investigate the matter thoroughly. If the complaint does not fall within the scope of our complaints process (for example, because it is related to the decision made within your case) then you will be informed of this and your complaint will be closed. Any further correspondence sent regarding this matter will be filed but not necessarily responded to.

We aim to resolve complaints promptly and fairly, typically within 15 working days of our acknowledgement of your complaint.

You will be informed of the outcome of the investigation in writing. This will conclude our process and as such any further correspondence regarding this matter will be filed but not necessarily responded to.

Please note that once our process has been exhausted our team will not be able to discuss the matter further with you, either in writing or via telephone.

Appeals Process

There is no appeals process and as such the response received following consideration of your complaint will be final. We will not be able to enter into any further correspondence with you regarding your complaint at this stage, either in writing or via telephone.

Review of Decisions

All our Ombudsmen are qualified professionals experienced in the operation of ombudsman schemes. They are appointed on a permanent basis, following a vigorous assessment and are subject to a comprehensive induction programme followed by ongoing learning and development.

We also have a robust quality process, along with a series of checks and balances, in place to ensure that all decisions along with our rules, practices and procedures are both fair and reasonable. As such, decisions made by the Rail Ombudsman will not be reconsidered solely based on disagreement.

We will only review a decision if:

- There is evidence of a factual error in the original decision.
- New evidence has come to light which was not available at the time of the original decision.

If it is decided that a complaint about a decision is valid for one of the reasons above, we will confirm this in writing. We will also confirm when you can expect to receive a full, written response.

If it is decided that a complaint is not valid, our response will be final and as such we will not enter into any further correspondence regarding this matter.

Independent Assessor

If you are dissatisfied with the service provided by the Rail Ombudsman, the Independent Assessor is available to receive comments and concerns on the standard of service provided by the Rail Ombudsman, but not the basis of decisions.

Referrals must be requested in writing¹ via
independentassessor@railombudsman.org.

Clearly state the grounds for your referral request and provide any additional information or evidence.

The outcome of the Independent Assessor's review will be communicated to you in writing.

Thank you for helping us to improve our services. Please note that positive experiences also help us to raise standards and as such we invite you to share these too.

We appreciate your cooperation in following our complaints process. If you have any questions or require further assistance, please do not hesitate to contact us.

¹ Click [here](#) for our reasonable adjustments policy