Cover sheet for April 2026 to March 2027 Core Data submission
This cover sheet contains the following: a table of contents for this spreadsheet, frequency and dates of submission information, reporting guidance and contact information.

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Section	Description
Mapping	Complaints mapping document
Section A	Complaint categories
Section B	Complaint volumes and response times
Section C	Alternative accessible transport
Section D	Assisted journeys
Section H	Delay compensation claims
Section I	Redress for booked assistance failure
Section L	Disability awareness training - Passenger-facing staff

Frequency of submission for each section

Section	Frequency
Section A	Periodic
Section B	Periodic
Section C	Quarterly (with period 4,7,10 and 13)
Section D	Periodic
Section H	Periodic
Section I	Quarterly (with period 4,7,10 and 13)
Section L	Quarterly (with period 4,7,10 and 13)

Data submission dates
The table below provides the rail period start and end dates, and when the report is required to be sent to ORR.

Period	Start Date	End Date	Data required by:
1	Wednesday, April 01, 2026	Saturday, May 02, 2026	Friday, May 22, 2026
2	Sunday, May 03, 2026	Saturday, May 30, 2026	Friday, June 19, 2026
3	Sunday, May 31, 2026	Saturday, June 27, 2026	Friday, July 17, 2026
4	Sunday, June 28, 2026	Saturday, July 25, 2026	Friday, August 14, 2026
5	Sunday, July 26, 2026	Saturday, August 22, 2026	Friday, September 11, 2026
6	Sunday, August 23, 2026	Saturday, September 19, 2026	Friday, October 09, 2026
7	Sunday, September 20, 2026	Saturday, October 17, 2026	Friday, November 06, 2026
8	Sunday, October 18, 2026	Saturday, November 14, 2026	Friday, December 04, 2026
9	Sunday, November 15, 2026	Saturday, December 12, 2026	Friday, January 01, 2027
10	Sunday, December 13, 2026	Saturday, January 09, 2027	Friday, January 29, 2027
11	Sunday, January 10, 2027	Saturday, February 06, 2027	Friday, February 26, 2027
12	Sunday, February 07, 2027	Saturday, March 06, 2027	Friday, March 26, 2027
13	Sunday, March 07, 2027	Wednesday, March 31, 2027	Friday, April 23, 2027

Reference guidance
ORR have created reference guidance on the reporting requirements for each section. A link to the guidance can be found on the page below.
https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data
If you are new to reporting, or require a refresher in any sections, please let us know, and we will be happy to provide support.

Commentary
Please use the commentary space in each section to inform us of issues we should be aware of. This could include any data quality issues, or operational issues which may b

PSVAR rail replacement reporting
A separate template has been provided for PSVAR rail replacement reporting. This can be found on the page linked below. It is expected that rail replacement companies will s
https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data

PSV(AI)R rail replacement reporting
A separate template has been provided for PSV(AI)R rail replacement reporting. This can be found on the page linked below. It is expected that rail replacement companies wi
https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data

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Version control
2026-27 version one
Issued 27 March 2026

Restricted

submit this on behalf of train operators. Please see the reference guidance Chapter 12 for further information.

ll submit this on behalf of train operators. Please see the reference guidance Chapter 13 for further information.

Complaints mapping guidance

The table below provides examples of the type of complaints which may be categorised

Level 2 categories	Level 3 categories
Accessibility issues	Assistance booking process
	Assistance staff
	Alternative accessible transport (AAT) – non-rail replacement related
	Alternative accessible transport (AAT) - rail replacement related
	Booked assistance not provided
	Disabled parking
	Accessible toilets at station
	Accessible toilets on train
	Lack of accessible facilities at station
	Lack of accessible facilities on train
	Quality of service from Help Points (including requesting assistance)
	The ease of being able to get on and off
	TOC mobility scooter policy

	TOC accessibility policy
	Unable to hear announcements at station/on train
	Unable to view information at station/on train
	Unbooked assistance not provided
	Wheelchair space on train
	General unhappiness with passenger assistance experience
	Other accessibility
Company policy	On board policy
	Ticketing and refunds policy
	Other policy
	Not satisfied with outcome: no follow-up required
Complaints handling	Ease of making a complaint

	Response time
	Unhappy at type/level of compensation
	Complaints not fully addressed/fulfilled by TOC
	No response from TOC
	Staff member was impolite/unhelpful
	Complaint not received
	Other complaints handling
Delay compensation schemes	Awareness/ promotion of schemes
	Claim rejected
	Compensation claims process
	Level of compensation

	Speed of response
	TOC processing error
Environmental	Environmental
Fares and retailing	The value for money for the price of your ticket
	Smartcards
	Ticket buying facilities - ticket office
	Ticket buying facilities - ticket vending machine

	Ticket buying facilities - online
	Ticket buying facilities - other
Other – miscellaneous	Other – miscellaneous
Provision of information	The provision of information during the journey
	Provision of information about train times/platforms

	Provision of information on website or mobile apps
Quality on train	The space for luggage
	The toilet facilities
	Sufficient room for all passengers to sit/stand
	The comfort of the seating area
	The cleanliness of the inside
	The cleanliness of the outside
	Upkeep and repair of the train

	Facilities on board
Safety and Security	Your personal security whilst using station
	Your personal security on board
Staff conduct and availability	The availability of staff - at station
	The availability of staff - on board
	How request to station staff was handled

	The attitudes and helpfulness of the staff at station
	The helpfulness and attitude of staff on train
	The helpfulness and attitude of other staff (not on train/not at station)
Station quality	Facilities for car parking
	The upkeep/repair of the station buildings/platforms
	Escalator(s) not working
	Lift(s) not working
	Cleanliness

	The facilities and services
	The provision of shelter facilities
	The availability of seating
	Overall environment
Timetabling and connection issues	Connections with other train services
	Connections with other forms of public transport
	The length of time the journey was scheduled to take (speed)
	The frequency of the trains on that route
	Timetabling
	Routing
Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)

Praise	Praise

d under each level 2 and 3 category. Please note, a complaint should only be counted more than once in Section A if two or mor

Examples
Complaints about the assistance booking process e.g. a passenger is dissatisfied with the ease of making a booking, how their booking was handled by the agent, received a booking confirmation with inaccurate information, etc.
Complaints about attitude or capability of staff related to the provision of assistance to disabled passengers, covering both booked and unbooked assistance.
Complaints from passengers about AAT during the usual operation of the railway (i.e. not linked to rail replacement services). For example, mobility impaired passenger wants to travel from an inaccessible station and TOC offers AAT as an alternative, but passenger dissatisfied with that AAT i.e. AAT had fallen short of expectations of safety, comfort and timing.
Complaints from passengers about the AAT used as an alternative to a rail replacement service. For example, passenger unable to board the rail replacement vehicle because it is inaccessible to them. TOC then provides AAT but passenger dissatisfied with that AAT i.e. AAT had fallen short of expectations of safety, comfort and timing.
Complaints about a booked assistance failure getting on or off the train including for interchanges.
Complaints about disabled parking in or around the station
Accessible toilet did not lock
Accessible toilet not available
Accessible toilet did not lock
Accessible toilet not available
Poor, closed or no disabled access (must be regarding disabled access rather than lack of facilities. See facilities and services under station quality for complaints about a lack of lifts, for example).
Poor accessible facilities
Poor, closed or no accessible facilities (must be regarding accessible facilities rather than lack of facilities. See toilet facilities under on board quality for complaints about toilet locked or out of use, for example).
Poor accessible facilities
Complaints relating to a disabled passenger trying to use a Help Point and experiencing a poor level of service e.g. Help Point out of use, no response after they press the button, or received a response but felt it was unsatisfactory. This also covers instances where a disabled passenger tried to request assistance to travel via the Help Point and were dissatisfied with the response or arrangements offered.
Poor/no disabled access to board or alight the train
Complaints about TOC policy on mobility scooters. Do not include complaints about TOC policy on e-scooters (see on board policy within company policy for such complaints).

Covers any expression of dissatisfaction about TOC's accessibility policy excluding policy on mobility scooters.
Screen display functioning correctly but difficult to read
Complaints about an unbooked assistance failure getting on or off the train including for interchanges.
E.g. wheelchair space not available
Complaints about the passenger assistance experience that are not covered by the categories relating to the booking process, the staff carrying out the assistance or whether the assistance was delivered at all.
If the complaint relates to an accessibility issue not captured by the other accessibility complaint categories. Complaints about lifts or escalators not working should be categorised under station quality.
Animals
Bicycles
Cycle policy
E-scooters (excludes mobility scooters - see TOC mobility scooter policy under accessibility issues)
Smoking policy
Unaccompanied children
Advanced Purchase Tickets
Invalid Ticket Used
Miscellaneous Charges
Penalty fares
Pricing structure / policy
Railcards
Refund conditions / Administration fee
Reservations - Cost/Availability
Season Tickets - Renewal/Lost/Availability
Special promotions
Ticket conditions
Ticket Inspections
Ticket restrictions/conditions
Unable To Produce Ticket
Covid-19: Complaints about refunds due to Covid. For example, complaints about season ticket refunds due to Covid.
Leaflet/Poster
Lost property
Parking policy
Passenger's Charter
Covid-19: Complaints about policy regarding face coverings. For example, passengers making complaints about having to wear face coverings.
Where a passenger responds to express dissatisfaction with the outcome of the complaint but no follow-up is required.
Method of making a complaint

Finding out how to complain
Delayed response
Long hold queue
Unable to get through
Unhappy with compensation/ no compensation
Enclosure not provided or incorrect
Follow up action unfulfilled
Follow Up actions unfulfilled by TOC
Incorrect information in response
Incorrect referral
Response did not address complaints

Complaints pertaining to the complainants' view that the Operator (or the industry) has not done enough to make passengers either aware of their delay compensation rights, or how to claim.
Relates to complaints about a delay compensation claim being rejected by the Operator, irrespective of whether or not the claim was rejected for legitimate reasons e.g. • claimant was not delayed by enough minutes to be eligible; or • claim was rejected because of incorrect or inaccurate information provided by the claimant. Regardless of why the claim was rejected, any complaint about a claim being rejected should be recorded under this category.
Relates to complaints from passengers about any aspect of the delay compensation claims process. For example: • Claimant (or potential claimant) experienced difficulties in making a claim e.g. didn't know where to get a form or couldn't find where to make an online claim, didn't know to retain ticket or provide proof of purchase, or an address to send their claim form, etc. • Frustrations that the claims process is too complex, confusing, or in some way too onerous e.g. didn't understand some of the instructions or felt that too much form filling was required, etc.
Relates to any complaint about the level of delay compensation paid out. E.g. even if; • the claimant correctly received the amount they were due in line with the TOC's delay compensation policy, or; • the claimant received an amount that was correctly calculated on the basis of the information the claimant provided. In either of these circumstances the claimant's dissatisfaction with the level of payment by virtue of a complaint must nonetheless be recorded under this category. However, please note if the claimant has provided all the correct information, but the TOC has miscalculated the amount of compensation due then this would be recorded under the 'TOC processing error' category.

Relates to any complaint where the claimant was dissatisfied with the speed with which the TOC responded to the compensation claim. This could cover the length of time it took for the TOC to acknowledge the claim, or the length of time taken for the claimant to receive their compensation. It also covers claims made via others Operators. E.g. a scenario where the passenger was delayed on a TOC 'X' train but wrongly submitted their claim to TOC 'Y'. TOC 'Y' then did not pass on the claim to TOC 'X' in a timely manner, leading to a delayed response to the passenger from TOC 'X' – and thus prompting a complaint. This means that despite the slow response probably being caused by TOC 'Y', the complaint about speed of response would still be recorded against TOC 'X' under this category.
Relates to complaints about a TOC miscalculating the amount of delay compensation due to a claimant e.g. TOC has reimbursed the claimant by an incorrect amount which has led to a complaint.
General appearance of station
Heating at station
Lighting of station
Litter and contamination
Noise pollution
Overgrown vegetation
Recycling
Cost Of Ticket
Incorrect charge on smartcard
Oyster
Smartcard not working
Booking Office/Retailing Facilities
Change not provided
Fast ticket
Incorrect ticket sold/wrongly charged
No ticket office
Queues
Ticket on departure
Time taken to purchase tickets
Unable to accept payment
Unscheduled closing
Incorrect ticket sold
Overcharged for a ticket
Tickets not available (for example, Groupsave ticket or super-off peak not available)
Railcard discount not available
TVM did not provide an explanation regarding travel restriction
Ticket valid for travel only on a certain train/time/route
Not getting the correct change
Change not provided
Availability
Machine not working

Customer did not receive all tickets
Railcard discount not applied
Unable to accept payment
E-tickets
Phone app ticket
Print at home
Site difficult to navigate
Issues with website,(i.e. website offline)
Websales
Booking confirmation not received
Customer did not receive all tickets
Unable to accept payment
Pay as you go
No option for TOD at station
Postal charge
Postal fee
Railcard discount not applied
Telesales
Tickets not received
Ticket buying facilities on the train
Any complaint topic not covered by the categories listed
Frequency of announcements
Incorrect Information Displayed
Lack of announcements
Lack of detail in announcement / display
Lack of information on customer information screens
Poorly timed announcements
Screen display not functioning
Sound quality / volume of announcements
Too many announcements
Frequency of announcements
Lack of announcements
Lack of detail in announcement / display
Lack of information on customer information screens
Late platform changes
Poorly timed announcements
Screen display not functioning
Sound quality / volume of announcements
Too many announcements

Complaints about social media feed
Disruption information incorrect
General Information Incorrect
Mobile phone apps
Pre-journey planning
Train Times / fares incorrect
Website
No luggage racks
Not enough space in luggage racks
Cleanliness of toilet
Condition of toilet
No soap / paper etc.
No toilet facilities
Toilet locked / out of use
First class declassified
Standard class passengers in first class
Train crowded
Covid-19: Complaints about insufficient room on the train to enable compliance with social distancing rules. For example, this could include complaints about social distancing on trains.
Layout/design of train
Leg room
Seating uncomfortable
Cleanliness floors
Cleanliness of train (inside)
Cleanliness tables
General cleanliness
Litter/ graffiti
Covid-19: Complaints about the cleanliness of the train. For example, this could include complaints about sanitization of the train
Cleanliness of train (outside)
Dirty
Graffiti
Condition of seats
Condition of tables
Condition of walls
Heating/ventilation/air conditioning
Internal doors would not open/close
Quality of rolling stock/ride

Temperature too cold
Temperature too hot
1st class not provided
Electrical sockets
On train catering
Quiet zone
Reservations not displayed
Seats taken by another customer
Space for bicycles
Standard passengers in 1st class
Wi-Fi
Accident
Anti-social behaviour
Damage To Property/Clothing
Dangerous surface
Gating at station
Hazard Reported By Passenger
Injury
Lack Of CCTV / lighting
Security of car park
Security Of Station
Theft
Accident
Anti-social behaviour
Damage To Property/Clothing
Hazard Reported By Passenger
Injury
Lack Of CCTV / lighting
Overcrowding
Security On Train
Theft
Track safety/rough ride
Trains without train managers
Covid-19: Complaints related to Covid health and safety issues. For example, this could include complaints about passengers not wearing face coverings or enforcement of face coverings.
Unavailable When Required/Insufficient Staff
Unavailable When Required/Insufficient Staff
Misdirected/misinformed Passenger
Poor Product/Service Knowledge

Failed To Establish Passenger Needs
Failed to provide expected service
Poor management of problem/incident
Presentation
Rude/Discourteous
Failed To Establish Passenger Needs
Failed to provide expected service
Misdirected/misinformed Passenger
Poor management of problem/incident
Poor Product/Service Knowledge
Presentation
Rude/Discourteous
Advisor booking error
Failed To Establish Passenger Needs
Failed to provide expected service
Misdirected/misinformed Passenger
Poor management of problem/incident
Poor Product/Service Knowledge
Rude/Discourteous
Car parking payment options
Car parking costs
Size of space
Availability of car parking
Car park lighting
Car park signage
Access to car park
Security of car park
Appeal Parking Ticket
Unhappy with car park prices
Unhappy with third party supplier
Lack of customer drop off facility
Barriers not working
Clocks not working
Customer Interface Screens not working
Lights not working
Do not also include in an accessibility category
Do not also include in an accessibility category
Bird droppings
Graffiti

Litter
Vermin
Covid-19: Complaints about the cleanliness of the station. For example, this could include complaints about sanitization of the station.
Access To / Within Station (including entrance or exit closed)
Bicycle parking
Heating in waiting rooms
Help points
Left luggage
No barriers
No clocks
No escalators (complaint not related to a disability concern)
No lifts (complaint not related to a disability concern)
Toilets
Waiting Rooms / Areas
No shelter / waiting room
Style of shelter
Not enough seating
Not enough waiting rooms
Shelter / waiting room too small
Overall environment
Rail connections too tight
Integration with other forms of transport/non-rail connections
Journey times
Insufficient frequency
Number of trains
Withdrawal of service
Line/station closure
Retiming of service
Timing of trains
Inappropriate route
Re-routing
Stopping pattern
Alleged early departure
Alternative transport - punctuality
Delay
Engineering Works

Journey abandoned due to delay
Missed onward connection
Repeated poor performance
Replacement Bus Service Instead Of Train
Train cancelled
Train failed to call at station (control decision)
Train not held
Train run fast (driver error)
Train terminated short of destination
All praise comments (within Section B contact methods) e.g.:
Customer relations
Good information provision
Happy with assistance provided
Station facilities
Wheelchair space

Restricted

Section A - Complaint categories

Select your organisation

Level 1 Category	Level 2 Category	Level 3 Category	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10
All Contact Methods	Accessibility issues	Accessible toilets at station	0	0	0	1	0	0	1			
All Contact Methods	Accessibility issues	Accessible toilets on train	0	1	2	2	1	3	0			
All Contact Methods	Accessibility issues	Alternative accessible transport (AAT) – non-rail replacement related	0	0	1	2	1	0	2			
All Contact Methods	Accessibility issues	Alternative accessible transport (AAT) - rail replacement related	0	0	0	0	0	0	0			
All Contact Methods	Accessibility issues	Assistance booking process	0	2	0	0	0	4	1			
All Contact Methods	Accessibility issues	Assistance staff	4	1	4	1	2	6	2			
All Contact Methods	Accessibility issues	Booked assistance not provided	4	4	8	5	10	6	6			
All Contact Methods	Accessibility issues	Disabled parking	0	0	2	4	1	1	1			
All Contact Methods	Accessibility issues	General unhappiness with passenger assistance experience	16	12	11	15	13	12	10			
All Contact Methods	Accessibility issues	Lack of accessible facilities at station	4	3	4	3	1	4	2			
All Contact Methods	Accessibility issues	Lack of accessible facilities on train	2	0	2	0	0	0	0			
All Contact Methods	Accessibility issues	Quality of service from Help Points (including requesting assistance)	0	1	1	1	1	0	0			
All Contact Methods	Accessibility issues	The ease of being able to get on and off	0	1	0	0	0	0	0			
All Contact Methods	Accessibility issues	TOC accessibility policy	0	1	0	0	0	0	0			
All Contact Methods	Accessibility issues	TOC mobility scooter policy	0	0	0	0	0	1	4			
All Contact Methods	Accessibility issues	Unable to hear announcements at station/on train	1	2	0	0	0	2	1			
All Contact Methods	Accessibility issues	Unable to view information at station/on train	0	0	0	0	1	0	0			
All Contact Methods	Accessibility issues	Unbooked assistance not provided	0	0	1	0	1	0	1			
All Contact Methods	Accessibility issues	Wheelchair space on train	2	4	2	3	4	0	1			
All Contact Methods	Accessibility issues	Other accessibility	0	0	0	0	0	0	0			
All Contact Methods	Company policy	On board policy	2	1	4	1	2	2	1			
All Contact Methods	Company policy	Other policy	0	1	1	0	3	4	5			
All Contact Methods	Company policy	Ticketing and refunds policy	36	20	16	12	10	16	21			
All Contact Methods	Company policy	Not satisfied with outcome: no follow-up required	0	0	0	0	0	0	0			
All Contact Methods	Complaints handling	Ease of making a complaint	1	0	0	0	1	2	0			
All Contact Methods	Complaints handling	Complaint not received	0	0	1	1	0	0	0			
All Contact Methods	Complaints handling	Complaints not fully addressed/fulfilled by TOC	0	0	0	0	0	0	0			
All Contact Methods	Complaints handling	No response from TOC	0	1	0	0	0	0	0			
All Contact Methods	Complaints handling	Other complaints handling	2	1	0	0	1	0	0			
All Contact Methods	Complaints handling	Response time	1	0	2	0	0	2	2			
All Contact Methods	Complaints handling	Staff member was impolite/unhelpful	3	1	1	2	1	0	0			
All Contact Methods	Complaints handling	Unhappy at type/level of compensation	1	0	0	0	0	0	0			
All Contact Methods	Delay compensation schemes	Awareness/ promotion of schemes	0	0	0	0	0	0	0			
All Contact Methods	Delay compensation schemes	Claim rejected	39	28	28	28	24	28	17			
All Contact Methods	Delay compensation schemes	Compensation claims process	39	36	39	58	28	30	11			
All Contact Methods	Delay compensation schemes	Level of compensation	8	12	8	10	6	9	5			
All Contact Methods	Delay compensation schemes	Speed of response	12	7	8	15	10	10	16			
All Contact Methods	Delay compensation schemes	TOC processing error	2	1	1	3	3	0	1			
All Contact Methods	Environmental	Environmental	3	1	1	0	3	1	0			
All Contact Methods	Fares and retailing	Smartcards	1	2	4	1	1	0	0			
All Contact Methods	Fares and retailing	The value for money for the price of your ticket	24	13	13	16	21	14	18			
All Contact Methods	Fares and retailing	Ticket buying facilities - online	14	10	17	10	6	9	10			
All Contact Methods	Fares and retailing	Ticket buying facilities - ticket office	2	75	80	71	124	46	76			
All Contact Methods	Fares and retailing	Ticket buying facilities - ticket vending machine	51	4	5	4	8	5	5			
All Contact Methods	Fares and retailing	Ticket buying facilities - other	2	5	5	6	0	2	4			
All Contact Methods	Other – miscellaneous	Other – miscellaneous	0	0	0	0	0	0	0			
All Contact Methods	Provision of information	Provision of information about train times/platforms	24	37	26	29	73	48	42			
All Contact Methods	Provision of information	Provision of information on website or mobile apps	4	2	2	4	7	4	1			
All Contact Methods	Provision of information	The provision of information during the journey	8	1	5	3	3	4	2			
All Contact Methods	Quality on train	Facilities on board	181	115	145	102	151	81	61			

All Contact Methods	Quality on train	Sufficient room for all passengers to sit/stand	647	314	387	269	367	352	270			
All Contact Methods	Quality on train	The cleanliness of the inside	8	5	5	1	4	5	8			
All Contact Methods	Quality on train	The cleanliness of the outside	0	0	0	0	0	0	0			
All Contact Methods	Quality on train	The comfort of the seating area	0	3	2	1	2	3	0			
All Contact Methods	Quality on train	The space for luggage	0	1	0	0	0	1	1			
All Contact Methods	Quality on train	The toilet facilities	11	8	13	7	6	6	5			
All Contact Methods	Quality on train	Upkeep and repair of the train	19	18	104	91	132	82	47			
All Contact Methods	Safety and Security	Your personal security on board	45	24	48	37	47	45	42			
All Contact Methods	Safety and Security	Your personal security whilst using station	17	18	12	5	18	12	7			
All Contact Methods	Staff conduct and availability	How request to station staff was handled	1	6	2	3	2	1	3			
All Contact Methods	Staff conduct and availability	The attitudes and helpfulness of the staff at station	44	23	32	35	24	33	38			
All Contact Methods	Staff conduct and availability	The availability of staff - at station	4	1	1	1	0	1	3			
All Contact Methods	Staff conduct and availability	The availability of staff - on board	0	1	1	0	0	1	0			
All Contact Methods	Staff conduct and availability	The helpfulness and attitude of other staff (not on train/not at station)	4	2	2	4	2	4	3			
All Contact Methods	Staff conduct and availability	The helpfulness and attitude of staff on train	73	43	47	45	66	46	55			
All Contact Methods	Station quality	Cleanliness	1	0	0	0	0	0	0			
All Contact Methods	Station quality	Facilities for car parking	77	62	69	44	33	52	73			
All Contact Methods	Station quality	Overall environment	0	0	0	0	0	0	0			
All Contact Methods	Station quality	The availability of seating	0	3	2	1	0	0	0			
All Contact Methods	Station quality	The facilities and services	0	0	0	0	0	0	0			
All Contact Methods	Station quality	The provision of shelter facilities	0	0	0	0	0	1	0			
All Contact Methods	Station quality	The upkeep/repair of the station buildings/platforms	9	4	10	7	5	5	6			
All Contact Methods	Station quality	Escalator(s) not working	0	0	0	0	0	0	0			
All Contact Methods	Station quality	Lift(s) not working	3	2	3	2	0	0	0			
All Contact Methods	Timetabling and connection	Connections with other forms of public transport	0	0	0	0	0	0	0			
All Contact Methods	Timetabling and connection	Connections with other train services	0	1	0	1	0	0	0			
All Contact Methods	Timetabling and connection	Routing	1	0	2	1	0	0	2			
All Contact Methods	Timetabling and connection	The frequency of the trains on that route	2	4	0	6	7	6	12			
All Contact Methods	Timetabling and connection	The length of time the journey was scheduled to take (speed)	0	0	0	0	0	0	1			
All Contact Methods	Timetabling and connection	Timetabling	5	5	5	2	7	4	6			
All Contact Methods	Train service performance	Punctuality/reliability (i.e. the train arriving/departing on time)	745	644	803	811	818	601	574			
All Contact Methods	Praise	Praise	136	98	155	120	121	107	116			
Grand total (of all complaints excluding praise)			**2209**	**1598**	**2000**	**1787**	**2062**	**1617**	**1486**	**0**	**0**	**0**

Total complaints (excluding praise) check against tab 'Section B'

Commentary

Please provide any additional commentary we should be aware of in the rows below:

P1:

P2:

…

P13:

Section A guidance:

Please see Chapter 5 of the reference guidance for further information.

https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data

Quality assurance checks:

Below are the standard checks ORR use. Please review the data quality using the checklist below before submitting your periodic data. The checks are also available in annex B of the Reference Guide for ORR Core Data Reporting.

A1). Grand total (row 84) must equal the sum of all complaint categories excluding praise.

A2). Grand total (row 84) must be equal to, or more than, the number of complaints closed (row 14) in section B.

P11	P12	P13

Section B - Complaint volumes and response times (NOTE: stop the clock should not be used for calculating response times. Please see Chapter 4 of the guidance document for further information).

Select your organisation

Metric	Contact method	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12
Number of complaint correspondence	Letter	38	29	29	27	54	38	19					
	Email/Webform	2010	1473	1852	1632	1896	1494	1385					
	Telephone	158	92	114	121	107	81	80					
	Meet the Manager	0	0	0	0	0	0	0					
	Online Forums (including live chat)	3	4	5	7	5	4	2					
Percentage of complaints responded to within 10 working days	All contact methods (%)	55.68%	50.08%	53.04%	50.16%	49.47%	45.08%	42.13%					
Percentage of complaints responded to within 20 working days	All contact methods (%)	97.13%	99.03%	99.04%	99.87%	98.94%	98.95%	99.30%					
Percentage of complaints responded to within 30 working days	All contact methods (%)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					
Total number of complaints closed		**2209**	**1598**	**2000**	**1787**	**2062**	**1617**	**1486**	**0**	**0**	**0**	**0**	**0**
Total time to respond to complaints closed within period (working days)		19852	12145	16748	13019	17399	14910	11335					
Average time to respond to complaints within period (working days)		8.99	7.60	8.37	7.29	8.44	9.22	7.63	-	-	-	-	-
Total number of complaints received		2512	2172	2566	3010	2647	1850	2097					
Volume of complaints re-opened		528	833	449	643	1020	712	1517					
Volume of complaints outstanding at the end of the period		2423	2238	2503	3131	2742	1920	1760					
Volume of complaints sign-posted to the Ombudsman - deadlock letters		14	5	5	11	13	4	13					
Volume of complaints sign-posted to the Ombudsman - 8 week letters		0	0	0	0	0	0	0					
Average time to deadlock (working days)		18	23	14	9	17	10	14					

Quality assurance flags

Total complaints check against tab 'Section A' (excluding praise)

Complaints below 95% (if below 95%, please provide supporting commentary)

Commentary

Please provide any additional commentary we should be aware of in the rows below:

P1:

P2:

…

P13:

Section B guidance:

Please see Chapter 4 of the reference guidance for further information.

https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data

Complaints reopened: those complaints which have already had a first full substantive response either in that period or a previous one, but the complainant has 'comeback' due to not being satisfied with how the complaint has been handled or

Complaints outstanding: the number of complaints at the end of the period for which a first substantive response has not been provided (includes complaints received in earlier periods).

Quality assurance checks:
Below are the standard checks ORR use. Please review the data quality using the checklist below before submitting your periodic data. The checks are also available in annex B of the Reference Guide for ORR Core Data Reporting.
B1). Total number of complaints closed (row 14) must be less than or equal to tab Section A Grand total (Section A, row 84);
B2). Percentage of complaints responded to within 10, 20 and 30 working days (rows 11 to 13), the total number of complaints closed (row 14), and the total time to respond to closed complaints (row 15) should not change throughout the year (si
B3). 'Percentage of complaints responded to within 20 working days' (row 12) must be greater than or equal to the 'Percentage of complaints responded to within 10 working days' (row 11).
B4). 'Percentage of complaints responded to within 30 working days' (row 13) must be greater than or equal to the 'Percentage of complaints responded to within 20 working days' (row 12).
B5). Total time to respond to complaints closed within period (row 15) must be equal to or greater than the number of complaints closed within the period (row 14).

95% compliance within 20 working days:
If the percentage of complaints closed is lower than 95% within 20 working days, ORR should be informed of the following:
the reason for the extended response times;
the expected duration of the emergency timescales;
the plans in place to remedy the situation;
the procedures in place to ensure that the quality of responses is maintained; and
any steps taken to advise affected complainants.

P13
0
-

with its outcome.

ince they are based on complaints closed). Any revisions must be explained during your submission;

Section H - Delay compensation

Select your organisation

Metric	P01	P02
a). Volume of claims received within period	61221	64140
b). Volume of claims closed within period	61171	46843
c). Volume of claims approved within period	53834	39804
d). % closed within 20 working days	97.95%	98.52%
e). Total time to close claims within period (working days)	261892	150740
f). Average time to close claims within period (working days)	4.28	3.22
g). Volume of claims outstanding at the end of the period	22133	30304

Commentary

Please provide any additional commentary we should be aware of in the rows below:

P1:

P2:

…

P13:

Section H guidance:

Please see Chapter 9 of the reference guidance for further information.

https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/cor

Claims outstanding: the number of delay compensation claims at the end of the period th

Quality assurance checks:

Below are the standard checks ORR use. Please review the data quality using the checklis

H1). Volume of claims closed within period (row 7) should not change throughout the year

H2). Volume of claims approved within period (row 8) must be less than or equal to the vol

H3). Volume of claims approved within period (row 8) should not change throughout the ye

H4). Percentage closed within 20 working days (row 9) should not change throughout the y

H5). Time to close claims (row 10) should not change throughout the year once submitted.

H6). Total time to close claims within period (row 10) must be equal to or greater than the r

P03	P04	P05	P06	P07	P08	P09	P10
62140	79509	68715	50873	54399			
62539	68344	64367	49361	57393			
52849	57672	55995	42692	51310			
99.29%	99.07%	99.02%	97.73%	97.19%			
241178	396023	222418	199720	148005			
3.86	5.79	3.46	4.05	2.58	-	-	-
25998	30914	29705	26799	17924			

e-complaints-data

ıat have been received but have yet to have been either accepted or rejected (includes

ıt below before submitting your periodic data. The checks are also available in annex B
once submitted. If your data does change, please explain the reasons in your report sub
ume of claims closed within period (row 7);
ar once submitted. If your data does change, please explain the reasons in your report
ear once submitted. If your data does change, please explain the reasons in your repor
If your data does change, please explain the reasons in your report submission;
ıumber of claims closed within the period (row 7).

P11	P12	P13
-	-	-

claims received in earlier periods).

of the Reference Guide for ORR Core Data Reporting.
omission;

submission;
t submission;

Section C - Alternative accessible transport (AAT) volumes

Select your organisation

Metric	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13
Alternative accessible transport (AAT) - Total	6	21	32	29	21	22	16	0	0	0	0	0	0
a) station inaccessible	3	0	3	1	3	6	3						
b) unstaffed station	0	0	0	0	0	0	0						
c) lift(s) out of service	0	0	3	0	0	0	0						
d) disruption	3	21	26	28	18	16	13						
e) other	0	0	0	0	0	0	0						
Type of AAT used													
i) Taxi	6	21	32	29	21	22	16						
ii) Mini-bus	0	0	0	0	0	0	0						
iii) Other	0	0	0	0	0	0	0						

Total AAT equals sum of AAT used

Commentary

Please provide any additional commentary we should be aware of in the rows below:

P1:

P2:

…

P13:

Section C guidance:

Please see Chapter 6 of the reference guidance for further information.

https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data

Where operators are unable to differentiate between planned and unplanned disruption, the AAT should be recorded as unplanned. Where this is the case, please note it in the commentary above.

Quality assurance checks:

Below are the standard checks ORR use. Please review the data quality using the checklist below before submitting your periodic data. The checks are also available in annex B of the Reference Guide for ORR Core Data Reporting.

C1). Reasons for each AAT (rows 7 to 11) should sum up to the total volume of AAT used (row 6).

C2). The sum of the types of AAT used (lines 13 to 15) should not exceed the total volume of AAT (line 6)

Section D - Assisted journeys (NOTE: Please complete this sheet on a responsibility-basis rather than an SFO-basis)

Select your organisation

Metric reference	Type	Primary incomplete reason	Secondary incomplete reason	P01	P02	P03	P04	P05	P06	P07	P08	P09
A	Booked	A). Volume of booked assistance requested		8286	8549	9122	9974	11338	10102	8869		
B	Booked	B). Volume of booked assistance completions		6432	6905	7196	7794	9051	8058	7215		
C	Booked	C). Volume of booked assistance incomplete, and reasons for each incomplete assistance (below)		1854	1644	1926	2180	2287	2044	1654		
Ci	Booked	Customer not seen	Did not make themselves known	874	723	869	1013	994	1019	781		
Cii	Booked	Customer not seen	Unable to locate customer	174	161	173	168	190	202	166		
Ciii	Booked	Disruption	No space on train / train full	19	10	11	8	20	6	8		
Cv	Booked	Disruption	Unsuitable alternative transport	1	1	2	3	3	3	3		
Cvi	Booked	Disruption	Information not received in time	0	2	1	0	0	3	2		
Cvii	Booked	Disruption	Missed connection	125	143	165	186	275	176	165		
Cviii	Booked	Disruption	Train cancelled	130	176	262	301	283	184	111		
Cix	Booked	Disruption	Customer abandoned journey	8	6	5	5	20	12	7		
Cx	Booked	Handover Protocol	No call ahead	1	1	0	0	0	4	3		
Cxi	Booked	Handover Protocol	Wrong assistance type requested	0	0	0	0	0	0	0		
Cxii	Booked	Handover Protocol	Platform change	1	0	0	0	0	1	0		
Cxiii	Booked	Handover Protocol	Wrong headcode / train	0	0	0	0	1	1	3		
Cxiv	Booked	Handover Protocol	Wrong coach	0	0	0	0	0	1	0		
Cxv	Booked	Handover Protocol	Wrong station	0	0	0	0	2	0	0		
Cxvi	Booked	Staffing	No staff available	1	2	8	5	5	16	6		
Cxvii	Booked	Staffing	Completing other essential duties	1	3	2	2	6	3	1		
Cxviii	Booked	Staffing	Mobile assistance staff	1	1	1	0	0	2	0		
Cxix	Booked	Station facilities	Lift out of order	2	0	2	9	4	4	4		
Cxx	Booked	Station facilities	No suitable equipment	0	0	0	0	0	0	0		
Cxxi	Booked	Station facilities	Station not accessible	0	0	0	2	0	0	0		
Cxxii	Booked	Train facilities	Accessible toilets out of use	0	0	0	0	0	0	0		

Cxxiii	Booked	Train facilities	Wheelchair space unavailable	3	1	5	2	3	1	8		
Cxxiv	Booked	Train facilities	No space on train / train full	18	0	9	9	10	2	10		
Cxxv	Booked	More reasons	Duplicate booking	210	164	170	189	192	149	133		
Cxxvi	Booked	More reasons	Booking error	44	24	22	37	36	26	33		
Cxxvii	Booked	More reasons	Customer cancelled	42	28	47	46	52	42	42		
Cxxviii	Booked	More reasons	Customer arrived too late for train	41	50	26	29	31	40	41		
Cxxix	Booked	More reasons	Assistance not needed	11	10	8	18	11	13	14		
Cxxx	Booked	More reasons	Travelled by alternative transport	110	110	113	113	114	103	95		
Cxxxi	Booked	More reasons	Customer changed destination	37	28	25	35	35	31	18		
D	Unbooked	D). Volume of unbooked assistance (Turn Up and Go) requested		5658	5718	5564	6566	6737	6242	5706		
E	Unbooked	E). Volume of unbooked assistance (Turn Up and Go) completed		5065	5043	4904	5792	5977	5526	5124		
F	Unbooked	F). Volume of unbooked assistance (Turn Up and Go) incomplete, and reasons for each incomplete assistance (below)		593	675	660	774	760	716	582		
Fi	Unbooked	Customer not seen	Did not make themselves known	220	227	216	271	266	273	204		
Fii	Unbooked	Customer not seen	Unable to locate customer	56	70	54	65	84	79	54		
Fiii	Unbooked	Disruption	No space on train / train full	6	7	10	2	8	6	7		
Fv	Unbooked	Disruption	Unsuitable alternative transport	0	1	2	0	2	1	0		
Fvi	Unbooked	Disruption	Information not received in time	1	1	1	1	1	0	1		
Fvii	Unbooked	Disruption	Missed connection	40	47	66	73	82	83	60		
Fviii	Unbooked	Disruption	Train cancelled	19	53	66	55	48	39	19		
Fix	Unbooked	Disruption	Customer abandoned journey	3	8	2	1	4	1	1		
Fx	Unbooked	Handover Protocol	No call ahead	1	1	0	1	1	2	0		
Fxi	Unbooked	Handover Protocol	Wrong assistance type requested	0	0	0	0	0	0	0		
Fxii	Unbooked	Handover Protocol	Platform change	0	0	0	0	0	0	0		
Fxiii	Unbooked	Handover Protocol	Wrong headcode / train	0	0	0	0	0	0	2		
Fxiv	Unbooked	Handover Protocol	Wrong coach	0	0	0	0	0	0	0		
Fxv	Unbooked	Handover Protocol	Wrong station	0	1	0	0	1	2	3		
Fxvi	Unbooked	Staffing	No staff available	0	5	5	4	6	11	5		

Restricted

Fxvii	Unbooked	Staffing	Completing other essential duties	2	2	2	0	1	2	1		
Fxviii	Unbooked	Staffing	Mobile assistance staff	0	1	0	1	0	0	0		
Fxix	Unbooked	Station facilities	Lift out of order	1	2	1	2	1	1	2		
Fxx	Unbooked	Station facilities	No suitable equipment	0	1	0	0	0	0	0		
Fxxi	Unbooked	Station facilities	Station not accessible	0	0	0	0	2	0	1		
Fxxii	Unbooked	Train facilities	Accessible toilets out of use	0	0	0	0	0	0	0		
Fxxiii	Unbooked	Train facilities	Wheelchair space unavailable	1	1	3	2	3	1	5		
Fxxiv	Unbooked	Train facilities	No space on train / train full	6	1	3	3	7	2	1		
Fxxv	Unbooked	More reasons	Duplicate booking	120	113	112	144	106	94	107		
Fxxvi	Unbooked	More reasons	Booking error	43	44	35	58	53	47	38		
Fxxvii	Unbooked	More reasons	Customer cancelled	6	14	13	20	8	13	5		
Fxxviii	Unbooked	More reasons	Customer arrived too late for train	16	22	11	9	8	10	15		
Fxxix	Unbooked	More reasons	Assistance not needed	3	5	6	5	9	7	5		
Fxxx	Unbooked	More reasons	Travelled by alternative transport	27	27	33	39	39	29	31		
Fxxxi	Unbooked	More reasons	Customer changed destination	22	21	19	18	20	13	15		

Commentary

Please provide any additional commentary we should be aware of in the rows below:

P1:

P2:

…

P13:

Section D guidance:

Please see Chapter 7 of the reference guidance for further information.

https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data

Quality assurance checks:

Below are the standard checks ORR use. Please review the data quality using the checklist below before submitting your periodic data. The checks are also available in annex B of the Reference Guide for ORR Core Data Reporting.

D1). The volume of booked assistance requested (row 6) should be the sum of the volume of booked assistance completed (row 7) and the volume of booked assistance incomplete (row 8).

D2). The volume of incomplete booked assistance requested (row 8) should be the sum of the categories of incomplete booked assistance (rows 9 to 38).

D3). The volume of unbooked assistance requested (row 39) should be the sum of the volume of unbooked assistance completed (row 40) and the volume of unbooked assistance incomplete (row 41).

D4). The volume of incomplete unbooked assistance requested (row 41) should be the sum of the categories of incomplete unbooked assistance (rows 42 to 71).

P10	P11	P12	P13

Restricted

Section I - Redress for booked assistance failure

Select your organisation

Metric	P01	P02
a) Redress claims received	4	4
b) Redress claims closed	4	4
c) Of the claims closed (metric b), the volume rejected as a booked assistance failure	0	0
d) Of the claims closed (metric b), the volume of claims approved and redress provided	4	4
e) Of the claims closed (metric b), the volume of claims approved but redress could not be provided to the claimant	0	0

Redress note:
Redress is defined as a remedy for a wrong arising from a contract or other relationship be

Commentary
Please provide any additional commentary we should be aware of in the rows below:
P1:
P2:
…
P13:

Section I guidance:
Please see Chapter 10 of the reference guidance for further information.
https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/cor

P03	P04	P05	P06	P07	P08	P09	P10
8	5	10	6	6			
8	5	10	6	6	0	0	0
0	0	0	0	0			
8	5	10	6	6			
0	0	0	0	0			

tween a consumer and trader. For example, a refund, gesture of good will, apology etc.

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P11	P12	P13
0	0	0

For more information, please see the guidance.

Disability awareness training - Passenger-fa
Please record in the table below data for the nu
Please note that the ATP guidance section B6 s

Select your organisation

Staff type
Permanent passenger-facing
Permanent passenger-facing
Permanent passenger-facing
Permanent passenger-facing
Temporary or agency that interact directly with passengers at any time
Temporary or agency that interact directly with passengers at any time

Commentary
Please provide any additional commentary we s
P1-4:
P5-7:
P8-10:
P11-13:

Section L guidance:
Please see Chapter 11 of the reference guidan
https://www.orr.gov.uk/monitoring-regulation/rai
Staff type:
Permanent (passenger-facing): Staff employe
Temporary or agency (that interact directly v

Metrics:
New starters (permanent passenger-facing):
Permanent passenger-facing staff who had r
All permanent passenger-facing staff: This is
Permanent passenger-facing staff who have
New starters (temporary or agency that inter
Temporary or agency staff who had not com

cing staff

mber of **passenger-facing** staff (permanent and temporary or agency) who have not c
sets out the minimum requirements in relation to staff training. This reporting focusses c

Metric	P01-04	P05-07
New starters (permanent passenger-facing)	38	18
Permanent passenger-facing staff who had not completed disability awareness or disability equality induction training	0	0
All permanent passenger-facing staff	1268	1247
Permanent passenger-facing staff who have reached two years since they completed their last disability awareness or disability equality training	0	0
New starters (temporary or agency that interact directly with passengers at any time)	154	167
Temporary or agency staff who had not completed disability awareness or disability equality induction training	0	0

should be aware of in the rows below:

ce for further information.
l/passengers/complaints-compensation/core-complaints-data

ed by the train or station operator on a permanent basis. It does not include agency or t
vith passengers at any time): Agency staff and staff contracted on a temporary basis

This is the number of new members of permanent passenger-facing staff (excluding te
not completed disability awareness or disability equality induction training: This i
s the number of existing members of permanent passenger-facing staff (excluding temp
reached two years since they completed their last disability awareness or disabi
act directly with passengers at any time): This is the number of new members of ter
pleted disability awareness or disability equality induction training: This is the nu

ompleted disability awareness or disability equality induction or refresher training. Plea
on those requirements that relate to training for passenger-facing staff. There are, in ac

P08-10	P11-13

emporary staff or staff employed at contact centres.
that interact directly with passengers at any time.

emporary, agency or contact centre staff) who started work in the latest reporting perioc
s the number of permanent passenger-facing staff (irrespective of when they started) t
orary, agency or contact centre staff) as of the end of the latest reporting periods (e.g.
lity equality training: This is the number of existing members of permanent passenge
mporary or agency passenger-facing staff who started work in the latest reporting perio
mber of temporary or agency passenger-facing staff (irrespective of when they started)

ase also provide the number of new starters (permanent and temporary or agency) and all sta
ddition, requirements that relate to training for all new starters (including those in non-passen

ds (e.g. Periods 1 to 4). This provides context for the number of permanent passenger-facing
hat had not completed the relevant disability awareness or disability equality induction trainin
Periods 1 to 4). This provides context to the number of passenger-facing staff who have gon
er-facing staff (excluding temporary, agency or contact centre staff) who have gone more tha
ods (e.g. Periods 1 to 4). This provides context for the number of temporary or agency passer
) that had not completed the relevant disability awareness or disability equality induction train

ıff (permanent only) who are passenger-facing. It is not necessary to include contact centre st

e more than two years since their last disability awareness or disability equality training.
n two years since they completed their last disability awareness or disability equality training a

taff; however, if you do include contact centre staff, please record this in the commentary row

/s below the table.