

Contact Details

Northern

Our website

northernrailway.co.uk

App download

northernrailway.co.uk/app

Our email

complaints@northernrailway.co.uk

enquiries@northernrailway.co.uk

Our Twitter feed

[@northernassist](https://twitter.com/northernassist)

Our Facebook account

facebook.com/northernassist/

Passenger Delay Repay applications by post

Freepost RTYY-TEAK-JGBH

Freepost Delay Repay

Northern Railway, James Chalmers Road

ARBROATH

DD11 3RQ

Passenger complaints and enquires by post

Freepost

Northern Railway

Customer experience centre

0800 200 6060

Passenger assist service

0800 138 5560

Rail Ombudsman

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: **info@railombudsman.org**

Twitter: **@RailOmbudsman**

By Post: **FREEPOST – RAIL OMBUDSMAN**

The Ombudsman contact centre team is available:

Monday to Friday - 08:00 to 20:00

Saturday and Bank Holidays - 08:00 - 13:00

(excluding Christmas Day)

How to make a complaint



Our promise: if you have a complaint

We really hope you will not have any reason to complain when you are travelling with us. However, if you do, please speak to someone on the train or the station and they will try to sort out the problem right there.

If you would rather, you can ring our customer experience centre on **0800 200 6060**, or email us at **complaints@northernrailway.co.uk**.

Our full complaints handling procedure is available on the website, (**northernrailway.co.uk**), from staffed stations or from the customer experience centre.

We report on our complaints statistics in our Customer Report which is published twice a year. You can always find out how we are doing by checking our website for the latest copy of the report.

We will acknowledge all comments and feedback within one working day and aim to provide a full answer within 20 working days. If your complaint is complicated and we are not able to provide a full answer within this time, we will let you know when we expect to be able to update you.

We take your comments seriously, so

when you make a comment or a complaint we will investigate it thoroughly and give you an explanation, regardless of whether we, our contractors, our suppliers or even another train operator was responsible.

The Rail Ombudsman

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman.

The Rail Ombudsman is there to help resolvedisputes between us and our passengers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- you're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter');
- or
- we haven't resolved your complaint within 40 working days of receiving it; and
- no more than 12 months have passed since we sent you our final response

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the

Rail Ombudsman service was established. If that's the case, then they'll contact you to let you know.

If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus – the independent consumer watchdog for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

