

# Passenger Representation

## Passenger Focus

### What is Passenger Focus?

Passenger Focus is the official, independent consumer organisation representing the interests of rail users nationally and bus, coach and tram users across England outside London.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and we work with the industry, other passenger groups and government to secure journey improvements.

### What can Passenger Focus do for me?

We are here to put the interests of rail, bus and coach passengers first. We do this by:

#### Campaigning for improvements

- we gather research and information, like the National Passenger Survey, where 50,000 passengers give us their views about their rail journeys, so we understand the issues that matter to you
- we work with Government and the industry to ensure that the passenger voice is heard when making decisions about the future
- we focus on a number of key issues:
  - fares and tickets
  - quality and level of services
  - investment in the railway

#### Providing practical advice

- we provide passengers with advice on how to get the best from the network, explain their rights and help them when things go wrong
- we work with other passenger groups to support them in their work

#### Resolving complaints

- if you make a complaint and you are unhappy with the response we can take up your complaint with the company involved

### Making a complaint

If you have a complaint or comment about any aspect of your rail service, either on the train or at the station, please contact the railway company managing director concerned (contact details are shown on the TOC pages of this timetable).

### What should you include in your complaint?

Depending on the nature of your complaint you should include:

- the reason for your complaint
- a description of the inconvenience caused
- which train and which day you travelled on, or which station you used and when
- how many people travelled with you
- your ticket(s) as evidence
- an explanation of the action you would like the company to take to rectify the problem

### What next?

If you are not satisfied with the company's response you can contact Passenger Focus or, in the London area, London TravelWatch.

### How to get in touch:

Telephone: 0300 123 2350  
0800 - 2000 Monday - Friday  
0800 - 1600 at weekends

Address: Passenger Focus  
FREEPOST  
(RRRE-ETTC-LEET)  
PO BOX 4257  
MANCHESTER  
M60 3AR

Fax: 0161 236 1574

Email: [advice@passengerfocus.org.uk](mailto:advice@passengerfocus.org.uk)

Website: [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

### London TravelWatch

London TravelWatch is the independent, statutory watchdog for transport users in and around London, including all services provided by Transport for London, and represents rail passengers in and around London. We investigate suggestions and complaints from passengers who are dissatisfied with responses received from transport operators.

If your journey is within, or began in, London, please contact:

Telephone: 020 7505 9000 (0900-1700 Monday- Friday)

Address: London TravelWatch  
6 Middle Street  
LONDON  
EC1A 7JA

E-mail: [info@londontravelwatch.org.uk](mailto:info@londontravelwatch.org.uk)

Website: [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

### Compensation

Compensation may be payable under each rail company's Passenger's Charter scheme for poor performance (delays or cancellations). For daily tickets and weekly season tickets a fixed rate usually applies depending on the level of delay which you experience. Compensation is made in National Rail vouchers, as a rule, with a minimum of 20% of the fare for the affected journey leg.

Monthly or longer season tickets compensation can differ between companies. On some it is triggered if performance falls below agreed levels and is paid as discount on renewal. Others offer compensation on a journey-by journey basis like for daily tickets. Always check with the train company which issued your ticket or on which you travel for details of the relevant scheme.