



NetworkRail

Caring for our passengers and neighbours



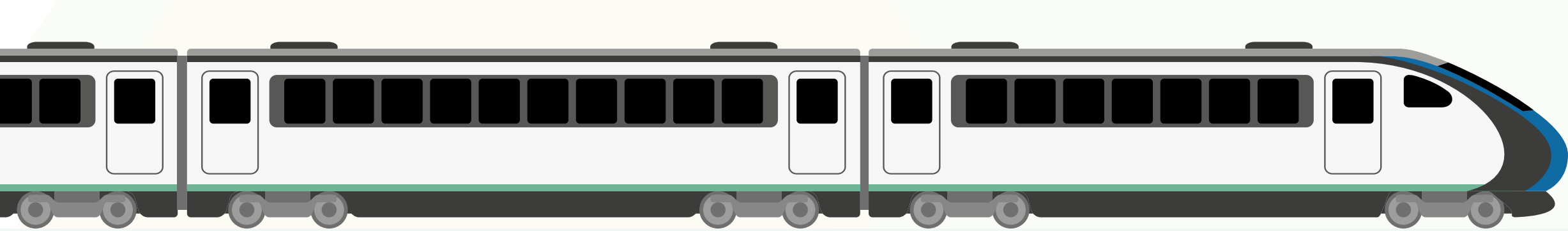
Who we are

Network Rail runs and looks after Britain's railways. We don't operate trains, but we do make sure they can run safely and reliably through our work to maintain and improve the railway infrastructure.

This work isn't only about engineering. It also includes maintenance, like repairing fencing and managing trees and other vegetation that could affect train services.

We care about the 20 million + people living alongside the railway. We know at times our work can cause some disruption and noise and we do our best to limit this where we can.

Scroll down to find out what to do if you have a query and how we will investigate and respond to you.



When to contact us

CONTACT US IF YOUR QUERY IS ABOUT:

- » Work on the railway infrastructure, including track maintenance, work to electrify lines and for most major projects on the railway.
- » How we maintain our land alongside the track.
- » One of our stations (listed under 'Our stations').
- » If contacting us about trees and vegetation, graffiti or damaged fencing along the railway line, it's helpful if you can email some photographs of the problem.

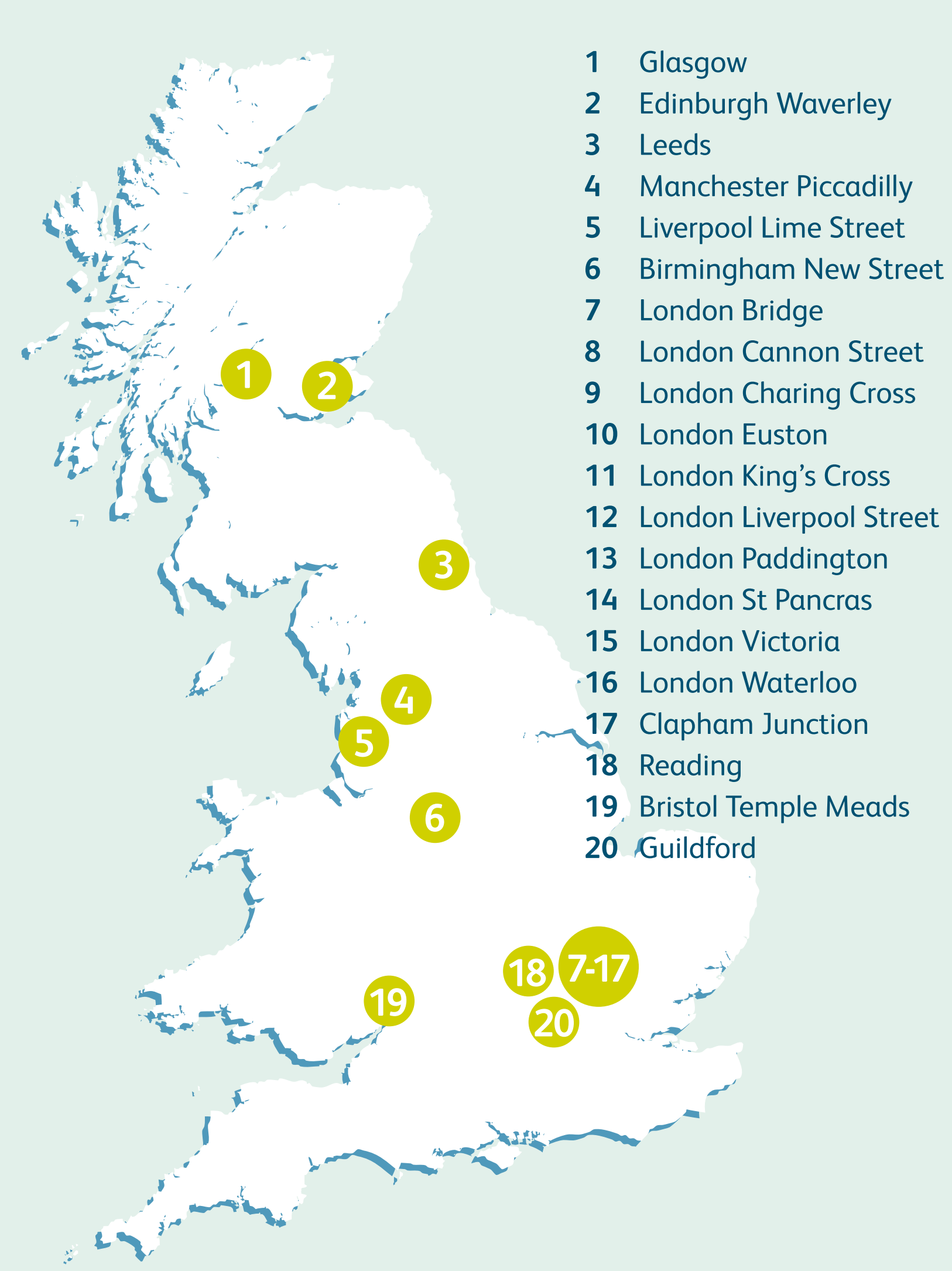
TIMESCALES

If you report a safety threat to you or others, we will prioritise this and respond as quickly as possible.

For all other non-safety queries, we aim to respond within 20 working days.

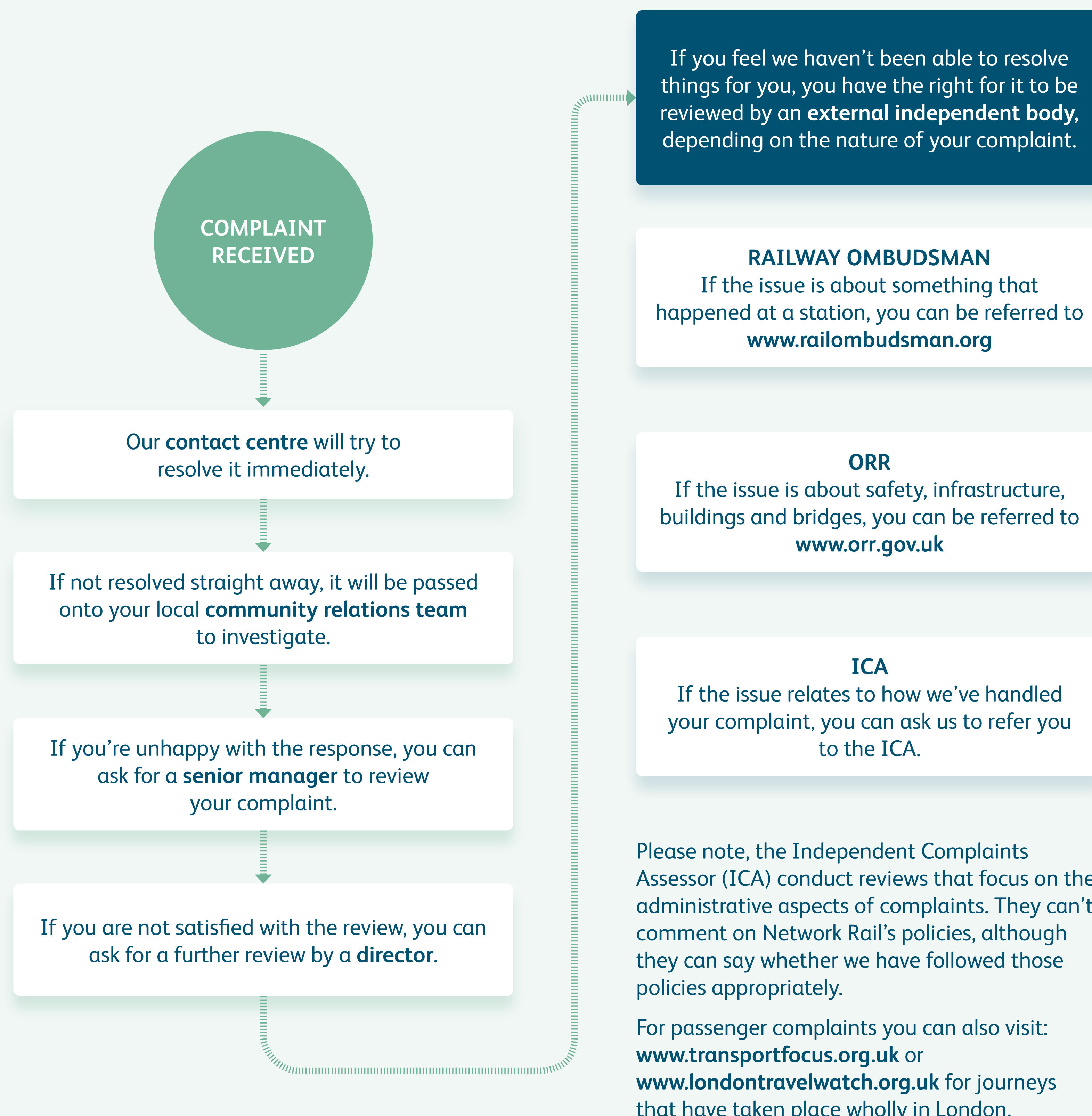
Our stations

OUR 20 MANAGED STATIONS



For queries about any other stations, you should contact the train operating company that manages that station. You can find their company and contact details at: www.nationalrail.co.uk/stations

Your complaint journey with us



Your data

HOW WE USE YOUR PERSONAL DATA

Details of our privacy notice can be found at www.networkrail.co.uk/privacy or you can request a copy by contacting our helpline.

Our privacy notice explains how we will store and use your personal data in accordance with the Data Protection Act 2018 and General Data Protection Guidelines (GDPR). The GDPR provides you certain rights with respect to your personal information.

Details of how to exercise these rights can be found at: www.networkrail.co.uk/who-we-are/transparency-andethics/data-protection/

ASKING FOR INFORMATION ABOUT NETWORK RAIL

The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 give you the right to ask for all forms of recorded information that we hold.

Details of how you can make a request and further guidance about FOI and EIR are available at: www.networkrail.co.uk/who-we-are/transparency-andethics/freedom-of-information-foi/

Please note that the FOI procedure is not intended to deal with standard queries and complaints.

Get in touch

If you want to contact us, there are a few different ways to do so.

On our website
Speak to us on [live chat](#) or fill out our [contact form](#).

On social media
You can contact us on Facebook, Twitter and Instagram. If we need more details, we might suggest switching to a different medium.

Phone
Our 24 hour contact centre on 03457 114141

Post
Contact and Communities, Network Rail, General Offices, Waterloo Station, Station Approach, London, SE1 8SW

In one of our stations (listed under 'Our stations')
Speak to a member of staff, who will try to resolve your query there and then.

WHO TO CONTACT ABOUT OTHER MATTERS

If your complaint relates to:	You should contact:
Train services (passenger and freight) and rolling stock	The train or freight operator. If unsure of the name, look for the logo on the side of the train. Or find out at: www.nationalrail.co.uk
Stations (apart from those listed under 'Our stations')	The train operating company that manages the station. For the name and contact visit: www.nationalrail.co.uk/stations
Timetabling, tickets, railcards and fares	The train operator or National Rail

If you contact us about something that falls outside our responsibility, we will assume that you are happy for us to refer your query and contact details to the most appropriate company for them to get in touch with you.