

Section A - Complaint categories

Select your organisation

Level 1 Category	Level 2 Category	Level 3 Category	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
All Contact Methods	Accessibility issues	Alternative Accessible Transport (AAT) – non-rail replacement related	0	0	0	0	0	0	0	0	0	0	0	0	1
All Contact Methods	Accessibility issues	Alternative Accessible Transport (AAT) - rail replacement related	0	1	0	0	1	0	0	0	0	0	0	1	0
All Contact Methods	Accessibility issues	Assistance booking process	1	0	1	1	1	0	1	2	0	1	0	2	1
All Contact Methods	Accessibility issues	Assistance staff	0	1	1	4	0	2	0	2	1	1	0	1	0
All Contact Methods	Accessibility issues	Booked assistance not provided at station	0	9	11	8	17	15	18	12	2	9	9	8	5
All Contact Methods	Accessibility issues	Booked assistance not provided on train	0	1	0	1	5	1	1	0	1	1	1	1	0
All Contact Methods	Accessibility issues	Disabled parking	0	1	1	1	0	0	0	0	0	0	1	0	0
All Contact Methods	Accessibility issues	Disabled toilets at station/on train	1	0	1	1	3	1	0	1	1	2	1	1	0
All Contact Methods	Accessibility issues	Lack of disabled facilities at station/on train	2	2	1	1	1	3	1	0	2	0	0	0	1
All Contact Methods	Accessibility issues	Other accessibility	2	1	0	2	3	4	4	0	0	0	0	0	2
All Contact Methods	Accessibility issues	Quality of service from Help Points (including requesting assistance)	0	1	0	0	0	0	0	0	0	0	0	0	0
All Contact Methods	Accessibility issues	The ease of being able to get on and off	0	0	0	0	0	0	0	0	0	0	0	0	0
All Contact Methods	Accessibility issues	TOC accessibility policy	0	0	0	0	0	2	0	0	0	0	0	0	0
All Contact Methods	Accessibility issues	Unable to hear announcements at station/on train	0	0	0	0	0	0	0	0	1	1	0	0	1
All Contact Methods	Accessibility issues	Unable to view information at station/on train	1	0	0	0	1	0	0	0	1	0	0	0	0
All Contact Methods	Accessibility issues	Unbooked assistance not provided at station	13	0	0	1	0	1	0	3	1	0	1	1	1
All Contact Methods	Accessibility issues	Unbooked assistance not provided on train	1	0	0	0	0	0	0	0	0	0	0	0	0
All Contact Methods	Accessibility issues	Wheelchair space on train	0	0	0	4	0	0	1	1	0	3	1	1	1
All Contact Methods	Company policy	On board policy	1	1	0	6	4	5	5	5	1	1	1	3	2
All Contact Methods	Company policy	Other policy	3	1	2	1	4	1	1	1	1	0	5	1	2
All Contact Methods	Company policy	Ticketing and refunds policy	40	42	29	30	11	31	21	37	48	35	44		
All Contact Methods	Complaints handling	Complaint not received	0	0	1	0	0	0	0	0	0	0	0	0	0
All Contact Methods	Complaints handling	Complaints not fully addressed/fulfilled by TOC	1	1	0	0	0	2	1	1	0	0	0	0	1
All Contact Methods	Complaints handling	No response from TOC	0	0	0	0	0	0	1	0	0	0	0	0	0
All Contact Methods	Complaints handling	Other complaints handling	2	0	1	2	3	0	0	0	0	1	0	0	0
All Contact Methods	Complaints handling	Response time	0	1	0	1	0	0	2	1	4	1	5	1	1
All Contact Methods	Complaints handling	Staff member was impolite/unhelpful	1	2	1	2	1	1	3	0	0	1	1	1	0
All Contact Methods	Complaints handling	Unhappy at type/level of compensation	3	0	1	0	0	1	0	0	1	0	0	1	0
All Contact Methods	Delay compensation schemes	Awareness/ Promotion of schemes	2	1	0	1	1	1	0	0	0	4	1	1	1
All Contact Methods	Delay compensation schemes	Claim rejected	32	21	25	35	19	16	19	14	20	26	69	42	33
All Contact Methods	Delay compensation schemes	Compensation claims process	32	69	41	43	26	18	44	35	51	77	93	57	63
All Contact Methods	Delay compensation schemes	Level of compensation	11	5	5	10	7	10	10	8	7	15	30	10	21
All Contact Methods	Delay compensation schemes	Speed of response	5	1	1	3	3	11	9	4	11	35	67	7	8
All Contact Methods	Delay compensation schemes	TOC processing error	4	3	0	1	1	0	0	0	0	1	6	3	1
All Contact Methods	Environmental	Environmental	4	1	2	3	2	4	2	3	1	1	2	2	0

All Contact Methods	Fares and retailing	Smartcards	1	1	1	1	2	1	2	0	4	3	7	6	4
All Contact Methods	Fares and retailing	The value for money for the price of your ticket	7	7	9	8	9	7	11	7	7	4	16	12	7
All Contact Methods	Fares and retailing	Ticket buying facilities - online	10	12	10	17	24	29	19	9	14	8	24	19	22
All Contact Methods	Fares and retailing	Ticket buying facilities - ticket office	20	22	19	24	31	36	25	21	31	24	41	24	28
All Contact Methods	Fares and retailing	Ticket buying facilities - ticket vending machine	11	9	10	11	18	21	17	11	25	15	9	13	7
All Contact Methods	Fares and retailing	Ticket buying facilities - other	13	7	14	8	5	9	12	7	17	8	13	8	14
All Contact Methods	Other – miscellaneous	Other – miscellaneous	6	11	3	6	7	8	8	9	14	14	10	6	2
All Contact Methods	Provision of information	Provision of information about train times/platforms	8	7	10	7	9	12	5	9	6	5	9	7	9
All Contact Methods	Provision of information	Provision of information on website or mobile apps	3	8	3	4	5	4	6	9	6	2	4	4	6
All Contact Methods	Provision of information	The provision of information during the journey	3	1	4	4	2	2	3	3	2	8	3	2	3
All Contact Methods	Quality on Train	Facilities on board	285	287	303	256	199	179	145	142	159	385	596	318	230
All Contact Methods	Quality on Train	Sufficient room for all passengers to sit/stand	427	328	265	380	299	234	263	281	270	460	501	1413	600
All Contact Methods	Quality on Train	The cleanliness of the inside	19	16	16	13	16	17	13	7	8	10	21	15	9
All Contact Methods	Quality on Train	The cleanliness of the outside	3	1	1	0	2	1	0	1	1	1	3	0	0
All Contact Methods	Quality on Train	The comfort of the seating area	3	1	3	2	1	0	2	3	0	2	4	2	0
All Contact Methods	Quality on Train	The space for luggage	0	1	0	1	0	3	1	0	0	0	4	0	0
All Contact Methods	Quality on Train	The toilet facilities	14	6	1	9	4	4	6	3	6	8	7	6	5
All Contact Methods	Quality on Train	Upkeep and repair of the train	18	36	78	67	45	67	43	13	19	31	51	10	8
All Contact Methods	Safety and Security	Your personal security on board	61	33	64	42	29	33	18	16	26	48	66	112	79
All Contact Methods	Safety and Security	Your personal security whilst using station	9	3	8	10	6	6	3	7	8	5	6	11	3
All Contact Methods	Staff Conduct and Availability	How request to station staff was handled	2	5	1	3	1	4	5	1	1	3	2	4	2
All Contact Methods	Staff Conduct and Availability	The attitudes and helpfulness of the staff at station	35	33	32	30	23	31	29	27	24	25	27	22	33
All Contact Methods	Staff Conduct and Availability	The availability of staff - at station	1	0	1	1	0	3	0	1	0	1	1	1	0
All Contact Methods	Staff Conduct and Availability	The availability of staff - on board	1	3	2	0	0	2	1	0	0	2	0	0	0
All Contact Methods	Staff Conduct and Availability	The helpfulness and attitude of other staff (not on train/not at station)	9	6	6	6	1	2	3	7	4	3	1	4	3
All Contact Methods	Staff Conduct and Availability	The helpfulness and attitude of staff on train	37	34	49	42	35	26	37	33	30	28	53	31	33
All Contact Methods	Station Quality	Cleanliness	2	1	2	1	0	1	0	0	1	0	1	0	0
All Contact Methods	Station Quality	Facilities for car parking	15	27	10	18	8	15	4	12	7	7	14	12	4
All Contact Methods	Station Quality	Overall environment	0	2	0	0	1	0	1	4	1	2	2	1	0
All Contact Methods	Station Quality	The availability of seating	2	0	0	1	0	2	0	1	1	1	1	0	0
All Contact Methods	Station Quality	The facilities and services	11	13	6	8	4	7	2	6	8	10	10	5	6
All Contact Methods	Station Quality	The provision of shelter facilities	0	1	0	0	0	0	0	0	0	0	0	0	0
All Contact Methods	Station Quality	The upkeep/repair of the station buildings/platforms	2	2	3	4	1	2	3	5	10	5	11	4	7
All Contact Methods	Timetabling and connection issues	Connections with other forms of public transport	3	0	0	0	0	0	1	0	0	0	0	0	0
All Contact Methods	Timetabling and connection issues	Connections with other train services	2	0	0	1	1	0	1	1	2	0	0	1	1
All Contact Methods	Timetabling and connection issues	Routing	2	0	2	1	1	3	0	0	1	2	0	1	0

All Contact Methods	Timetabling and connection issues	The frequency of the trains on that route	3	4	3	5	3	3	3	1	3	1	5	2	4
All Contact Methods	Timetabling and connection issues	The length of time the journey was scheduled to take (speed)	0	0	0	0	0	0	0	0	0	0	2	0	0
All Contact Methods	Timetabling and connection issues	Timetabling	1	3	4	4	3	7	4	0	15	6	5	9	6
All Contact Methods	Train Service Performance	Punctuality/reliability (i.e. the train arriving/departing on time)	198	229	237	259	185	191	494	466	459	533	696	389	358
All Contact Methods	Praise	Praise	83	74	68	104	96	91	65	89	92	84	70	100	104
Grand total (of all complaints excluding praise)			1409	1326	1305	1416	1094	1102	1344	1237	1314	1888	2568	2654	1683

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 section 7 of the reference guidance for further information.

TO BE UPDATED

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 82) must equal the sum of all complaint categories excluding praise.

A2). Grand total (row 82) must be equal to, or more than, the number of complaints closed (row 14) in section B.

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

Select your organisation

Metric	Contact method	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Number of complaint correspondence	Letter	24	32	26	29	27	39	35	22	36	57	48	17	57
	Email/Webform	1136	1092	1096	1153	900	895	1127	996	1109	1613	2292	2269	1425
	Telephone	225	179	169	197	154	155	177	205	166	202	213	341	181
	Meet the Manager	0	0	0	0	0	0	0	0	0	0	0	0	0
	Online Forums	24	23	14	37	13	13	5	14	3	16	15	27	20
Percentage of complaints responded to within 10 working days	All contact methods (%)	99.88%	96.78%	99.81%	99.29%	100.00%	96.69%	93.50%	89.23%	19.20%	10.11%	71.97%	98.81%	97.29%
Percentage of complaints responded to within 20 working days	All contact methods (%)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.02%	98.96%	95.03%	96.15%	99.27%	98.01%
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%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total number of complaints closed		1409	1326	1305	1416	1094	1102	1344	1237	1314	1888	2568	2654	1683
Total time to respond to complaints closed within period (working days)		3573	3220	3085	4043	2662	4209	7802	8151	8047	13468	11295	9736	6240
Average time to respond to complaints within period (working days)		2.54	2.43	2.36	2.86	2.43	3.82	5.81	6.59	6.12	7.13	4.40	3.67	3.71
Total number of complaints received		1691	1665	1562	1877	1379	1591	1651	2322	2301	2193	2056	3396	1695
Volume of complaints re-opened		113	159	161	175	156	183	181	201	249	232	199	219	267
Volume of complaints sign-posted to the Ombudsman - deadlock letters		7	5	5	11	12	5	8	5	9	1	7	9	5
Volume of complaints sign-posted to the Ombudsman - 8 week letters		0	0	0	0	0	0	0	0	0	0	0	0	0
Average time to deadlock (working days)		12	11	22	27	16	23	23	16	26	15	31	32	23

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 sections 3-6 of the reference guidance for further information.

TO BE UPDATED

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 82);

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

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.

Section C - Alternative accessible transport (AAT) volumes and expenditure

Select your organisation													
Metric	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Alternative accessible transport (AAT) - Total	13	6	11	8	15	5	5	8	12	3	7	5	7
a) station inaccessible	0	0	0	1	2	4	0	1	9	2	3	5	1
b) unstaffed station	2	0	0	0	0	0	0	0	0	0	0	0	0
c) planned disruption	3	0	0	5	0	0	0	6	0	1	3	0	5
d) unplanned disruption	0	0	0	0	4	1	5	1	3	0	1	0	1
e) other	8	6	11	2	9	0	0	0	0	0	0	0	0
Expenditure for all AAT (optional) (£)	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Type of AAT used													
i) Taxi	13	6	11	8	15	5	5	8	12	3	7	5	7
ii) Mini-bus	0	0	0	0	0	0	0	0	0	0	0	0	0
iii) Other	0	0	0	0	0	0	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:

...
P13:

Section C guidance:

Please see section 8 of the reference guidance for further information.

TO BE UPDATED

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 14 to 16) should not exceed the total volume of AAT (line 6)

Section D - Assisted journeys

Select your organisation

Metric reference	Type	Metric	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
A	Booked	A). Volume of booked assistance (this data is supplied by RDG)													
B	Booked	B). Volume of booked assistance completions	4199	3355	3495	5038	4150	4106	5017	4794	4284	3528	2202	3271	4099
C	Booked	C). Volume of booked assistance incomplete, and reasons for each incomplete assistance (below)	647	1175	1609	1847	2053	2148	2094	1424	1033	1471	679	1011	1147
Ci	Booked	i). No space on train	6	7	2	8	20	20	30	11	3	3	2	5	3
Cii	Booked	ii). No staff available	3	4	10	16	9	23	16	13	5	7	5	11	11
Ciii	Booked	iii). Planned disruption	0	0	0	0	0	0	0	0	0	0	0	0	0
Civ	Booked	iv). Unplanned disruption	32	60	65	65	66	83	78	159	89	240	55	91	79
Cv	Booked	v). Passenger did not arrive / arrived too late for service	25	445	597	732	795	737	834	749	622	738	401	575	659
Cvi	Booked	vi). Other	581	659	935	1026	1163	1285	1136	492	314	483	216	329	395
D	Unbooked	D). Volume of unbooked assistance (Turn Up and Go) requested	411	955	1086	806	1659	1673	1516	1926	1444	1732	1501	1993	2323
E	Unbooked	E). Volume of unbooked assistance (Turn Up and Go) completed	298	836	966	598	1433	1442	1325	1642	1297	1490	1338	1753	2026
F	Unbooked	F). Volume of unbooked assistance (Turn Up and Go) incomplete, and reasons for each incomplete assistance (below)	113	119	120	208	226	231	191	284	147	242	163	240	297
Fi	Unbooked	i). No space on train	1	2	0	0	3	2	0	0	3	4	1	2	0
Fii	Unbooked	ii). No staff available	1	3	5	9	7	8	7	5	1	12	0	0	5
Fiii	Unbooked	iii). Planned disruption	0	0	0	0	0	0	0	0	0	0	0	0	0
Fiv	Unbooked	iv). Unplanned disruption	2	2	2	8	7	4	5	17	19	31	8	16	16
Fv	Unbooked	v). Passenger did not arrive / arrived too late for service	45	53	53	68	89	83	84	142	72	101	88	125	154
Fvi	Unbooked	vi). Other	64	59	60	123	120	134	95	120	52	94	66	97	122

Commentary

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

P1:

P2:

...

P13:

Section D guidance:

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

TO BE UPDATED

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). Reasons for each incomplete booked assistance (row 9 to 14) should sum up to the volume of booked assistance incomplete (row 8). If this does not match (for example an assistance has more than one failure reason), please provide information in the commentary box;

D2). Reasons for each incomplete unbooked assistance (row 18 to 23) should sum up to the volume of unbooked assistance incomplete (row 17). If this does not match (for example an assistance has more than one failure reason), please provide information in the commentary box;

D3). The volume of unbooked assistance requested (row 15) should sum to the volume of unbooked assistance completed (row 16) plus the volume of unbooked assistance incomplete (row 17).

Section H - Delay compensation

Select your organisation

Metric	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
a). Volume of claims received within period	19141	16751	25387	24435	22866	20621	21189	44073	40200	42861	27965	28201	24729
b). Volume of claims closed within period	20182	16207	21803	25133	21360	19670	20697	32660	41481	40038	34216	28028	28031
c). Volume of claims approved within period	16134	12628	17427	19981	17331	15643	16703	26313	34973	32881	28483	21415	22858
d). % closed within 20 working days	99.99%	99.79%	99.61%	99.13%	99.06%	98.87%	98.87%	99.02%	99.13%	98.98%	98.56%	98.94%	99.27%
e). Total time to close claims within period (working days)	59295	56620	91338	115697	111722	97558	81166	144822	140163	132829	112704	95093	93929
f). Average time to close claims within period (working days)	2.94	3.49	4.19	4.60	5.23	4.96	3.92	4.43	3.38	3.32	3.29	3.39	3.35

Commentary

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

P1:

P2:

...

P13:

Section H guidance:

Please see section 13 of the reference guidance for further information.

TO BE UPDATED

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.

H1). Volume of claims closed within period (row 7) should not change throughout the year once submitted. If your data does change, please explain the reasons in your report submission;

H2). Volume of claims approved within period (row 8) must be less than or equal to the volume of claims closed within period (row 7);

H3). Volume of claims approved within period (row 8) should not change throughout the year once submitted. If your data does change, please explain the reasons in your report submission;

H4). Percentage closed within 20 working days (row 9) should not change throughout the year once submitted. If your data does change, please explain the reasons in your report submission;

H5). Time to close claims (row 10) should not change throughout the year once submitted. If your data does change, please explain the reasons in your report submission;

H6). Total time to close claims within period (row 10) must be equal to or greater than the number of claims closed within the period (row 7).

Section I - Redress for booked assistance failure

Select your organisation

Metric	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
a) Redress claims received	1	1	10	11	15	16	19	8	5	7	7	11	7
b) Redress claims closed	1	1	7	8	12	10	12	8	3	6	7	8	6
c) Of the claims closed (metric b), the volume rejected as a booked assistance failure	0	0	0	0	0	0	0	0	0	0	0	0	0
d) Of the claims closed (metric b), the volume of claims approved and redress provided	1	1	7	8	12	10	12	8	3	6	7	8	6
e) Of the claims closed (metric b), the volume of claims approved but redress could not be provided to the claimant	0	0	0	0	0	0	0	0	0	0	0	0	0

Redress note:
Redress is defined as a remedy for a wrong arising from a contract or other relationship between a consumer and trader. For example, a refund, gesture of good will, apology etc. For more information, please see the guidance.

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

Section I guidance:
Please see section 14 of the reference guidance for further information.
TO BE UPDATED

Section K - Rail replacement services

This section reports on number of booked assistance passengers affected by rail replacement services. A separate template has been provided for PSVAR reporting for rail replacement duties.

Select your organisation													
Metric	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Passengers that booked assistance and were impacted by rail replacement services	0	1	0	0	1	0	0	0	0	0	0	1	0

Commentary

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

P1:

P2:

...

P13:

Section K guidance:

Please see section 14 of the reference guidance for further information.

TO BE UPDATED

PSVAR reporting template

TO BE UPDATED