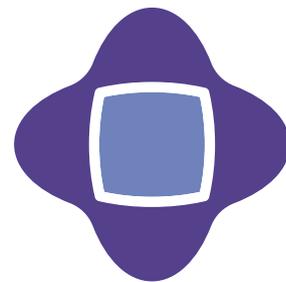


The Rail Ombudsman



Quick start guide

**Easy
Read**



Who are we?

The Rail
Ombudsman



We are the Rail
Ombudsman.



Our service is free and
independent.

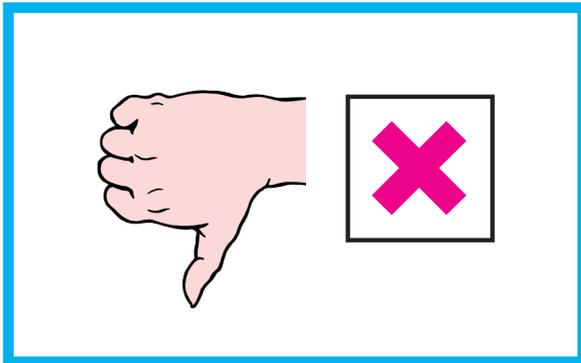


We look into complaints
about railway companies.



Railway companies run the
trains and the stations.
We call them Service
Providers.

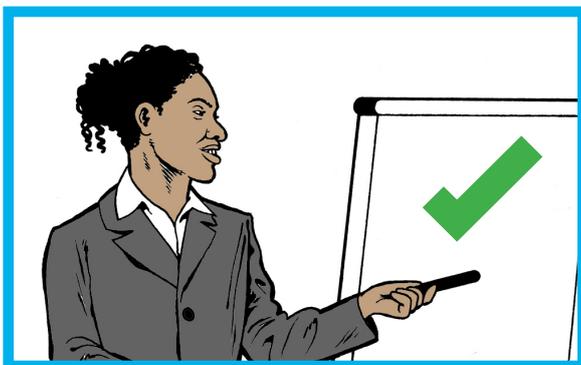
How can you help me?



Service Providers try their best but sometimes things go wrong.



If you are not happy with the service you must complain to the Service Provider first.



You must give them a chance to put things right.



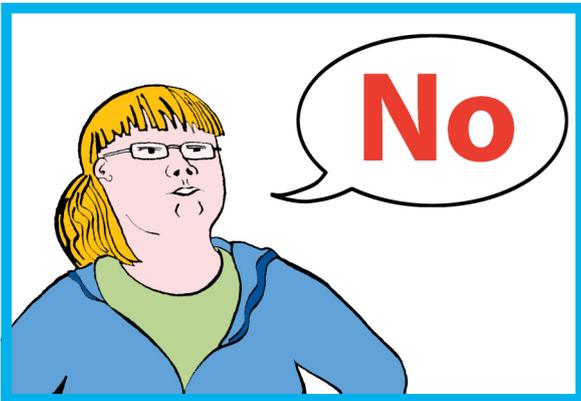
If you are still not happy we might be able to help you.



If we can help you we will act fairly.



We do not take sides. We try to help you reach an agreement.

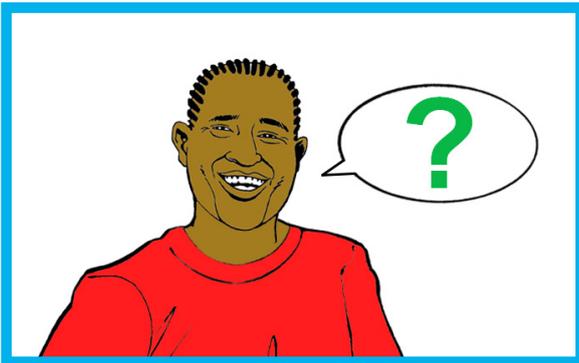


If you do not agree we make a decision based on the evidence.



If we cannot help you we will tell you why. We will tell you what else you can do.

When do I contact you?

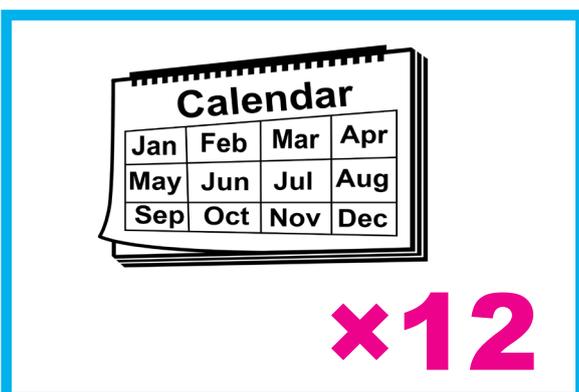


You must complain to the Service Provider first.



Contact us if:

- you are not happy with their final response – this can be a letter or an email; OR
- they take longer than 40 working days to resolve your complaint.



Contact us within 12 months of their final response.

How do I contact you?



The quickest way is to fill in our online form at www.railombudsman.org.

Or you can download our paper form. Send it back to us by email at info@railombudsman.org



Or you can phone us on 0330 094 0362



Or you can ask us to post one to you. Send it back to us by post at FREEPOST - RAIL OMBUDSMAN. This is a freepost address so no stamp is needed.



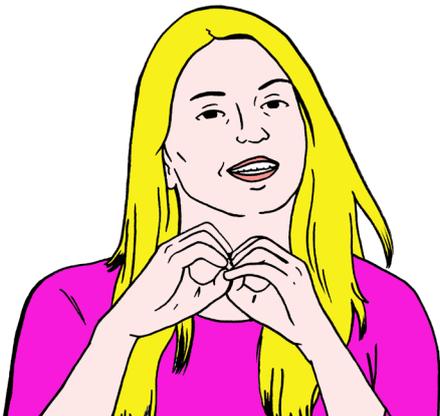
You can do this yourself; or you can get someone to help you, like a family member, friend or other helper.

How do you make your service accessible?



Information about our service is available in:

- large print;
- Braille;
- easy-read; and
- audio.



You can also ask us about translation services or British Sign Language.

How will you resolve my complaint?



We will ask you for evidence. We will look at what you and the Service Provider have to say.



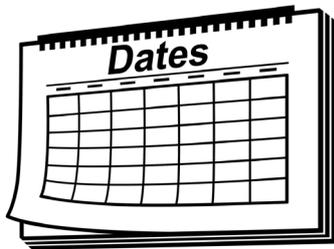
We will make a decision that we think is fair.

What if I do not want to carry on with my complaint?



Just let us know and we will close the case.

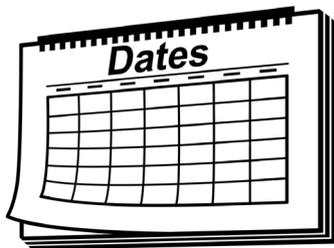
How long will it take you to make a decision?



x40

Up to 40 working days.
Most cases should not take this long.

What happens after you have made a decision?



x20

If you agree with our decision, you have 20 working days to accept it.

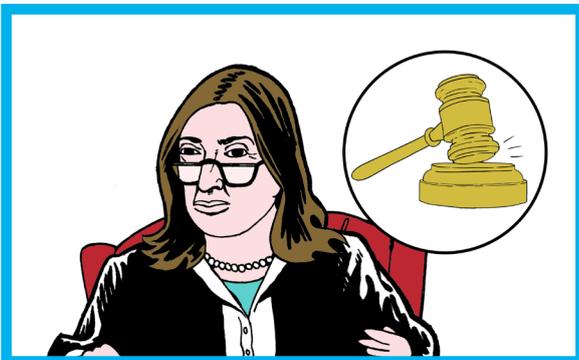


If you accept it, the Service Provider must accept it too. They cannot disagree with it.

What if I do not agree with your decision?

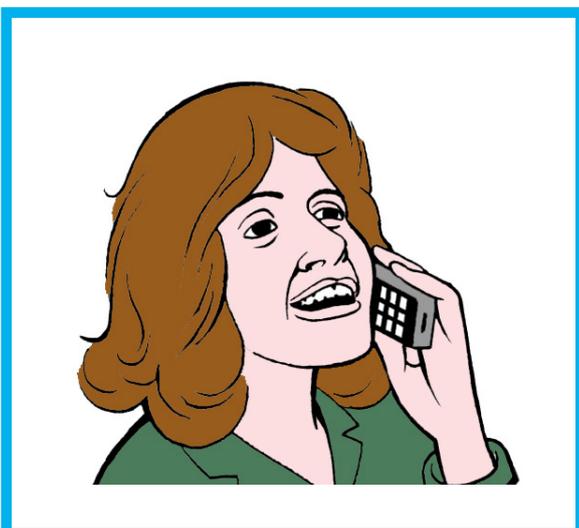


If you disagree with our decision, we will not be able to help you further.



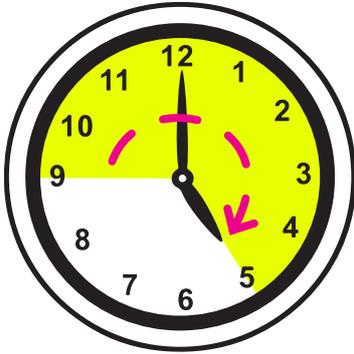
We can tell you what else you can do: for example, legal action through the courts.

What next?



If you need our service or just want more information, please get in touch.

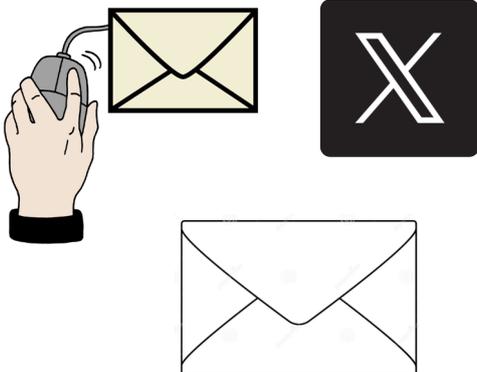
CONTACT US



Our Contact Centre team
are available:
Monday to Friday
09:00 – 17:00
Excluding Bank Holidays



Website:
www.railombudsman.org
Telephone: 0330 094 0362
Text Relay:
18001 0330 094 0362
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Download BT Relay App
www.relayuk.bt.com



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X: @RailOmbudsman
By Post: FREEPOST –
RAIL OMBUDSMAN

**This Easy Read
document was designed
by Royal National
Institute of Blind People
(RNIB)**

www.rnib.org.uk

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www.changepeople.org**

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