



Passenger Rail Service Complaints 2017-18 Q4 Statistical Release

Publication date: 28 June 2018

Next publication date: 25 October 2018

Key results

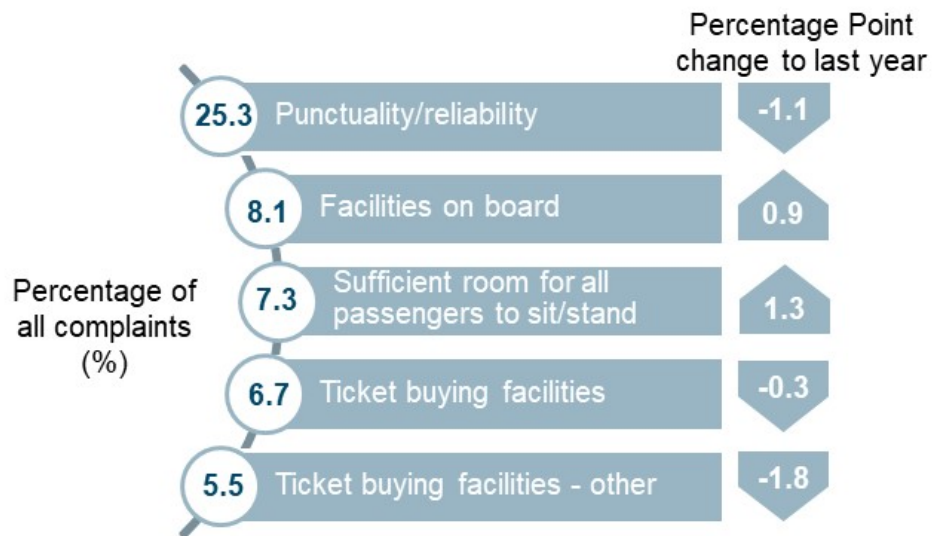
Background

This release contains information on **complaints** made by passengers regarding rail services in Great Britain with the latest quarterly data referring to January, February and March 2018. You will find:

- A complaints rate per 100,000 journeys for each train operating company (TOC).
- What people are complaining about
- Response time to complaints
- Contact method used to complain
- Praise rate by TOC
- Appeals made to passenger watchdogs
- Passenger satisfaction with complaints handling
- Number of calls to National Rail Enquiries (NRE)

The rate of rail passenger complaints for franchised operators remained stable at **29.3 per 100,000 journeys in 2017-18** (a 0.3% decline from 29.4 complaints per 100,000 journeys in 2016-17).

Top five areas of complaint, national, 2017-18



Response times to complaints:



Nationally 93.3% of complaints were closed within 20 working days in 2017-18, 5.7 percentage points higher than last year.

How passengers complain:



The majority of complaints (72%) were made via email/webform in 2017-18.

Complaint appeals closed by passenger watchdogs:

The watchdogs closed 5,804 appeals during 2017-18; this was 40.4% higher than the year before.

Passenger satisfaction with complaints handling:

Overall 28% of complainants surveyed were satisfied about the outcome of the complaint, and 29% of complainants were satisfied with the handling of the complaint in 2017-18.

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1. Rail complaints

2017-18 annual

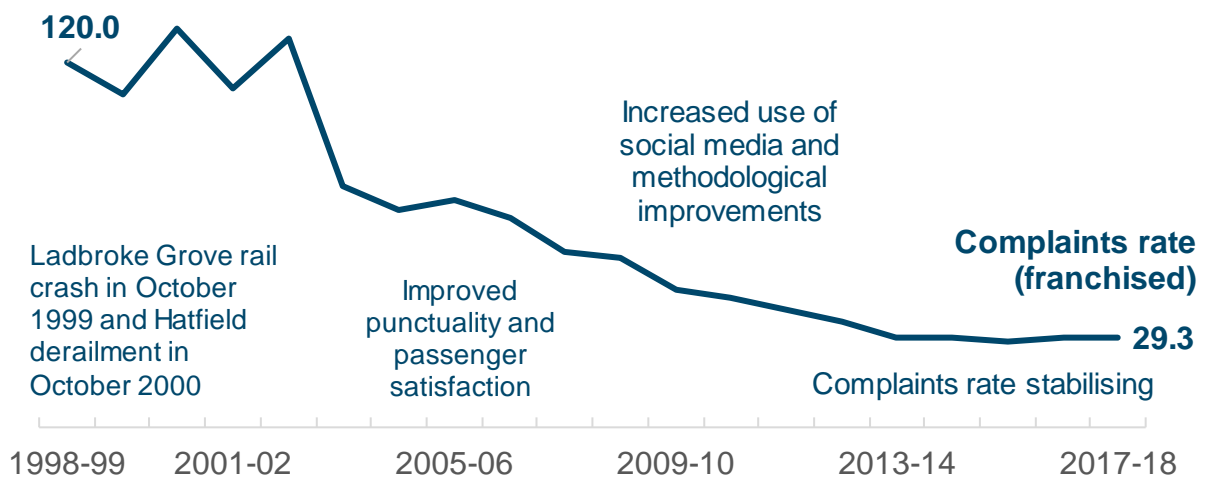
- There were **29.3 complaints per 100,000 journeys** in 2017-18 for franchised operators. The complaints rate has remained stable since last year (a 0.3% decline from 29.4 complaints per 100,000 journeys in 2016-17).
- Complaints per 100,000 journeys has been between 29.0 and 29.4 for the past five years, except for a drop to 27.4 complaints per 100,000 journeys in 2015-16. The complaints rate has almost halved over the past ten years (a 47.4% decline).
- Overall this represents almost 507,000 rail passenger complaints in 2017-18 (both franchised and non-franchised operators).

A **complaint** in the rail industry is any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy. All the complaints data contained within this release are sourced directly from the train operating companies (TOCs). In the complaints rate statistics each communication is counted as a single complaint, regardless of how many topics are covered in the communication.

Complaints rate: the volume of complaint correspondence closed per 100,000 passenger journeys. Complaints are normalised by passenger journeys to allow effective comparison of data between time periods and train operating companies

Data available: Complaints rate data is available from 1998-99 nationally (franchised operators), and from 2007-08 by individual train operating company.

Complaints per 100,000 passenger journeys (franchised operators), 1998-99 to 2017-18 ([Table 14.8](#))



Please note that the chart above shows the franchised complaints rate and not the national complaints rate. This national complaints rate started in 2015-16 Q1 when non-franchised operators were introduced.

Following the Hatfield derailment in October 2000 safety precautions and engineering works were implemented resulting in a sharp decline in punctuality across all sectors, especially the Long Distance sector. Punctuality reached its lowest level during 2001-02, the Public Performance Measure (PPM)¹ reached 78.0% in 2001-02.

Potential reasons for the long term decline in complaints:

There was a sharp fall in complaints rate during 2003-04, followed by a long-term downward trend in the complaints rate. The franchised complaints rate reached the lowest in the time series in 2015-16 with 27.4 complaints per 100,000 journeys. The complaints rate has been between 29.0 to 29.4 complaints per 100,000 journeys for the past five year (except for the drop in 2015-16).

- Since 2001-02 the **punctuality of trains**, as measured by PPM, increased from 78.0% of trains on time in 2001-02 to a high of 91.6% in 2011-12. Transport Focus research indicates punctuality/reliability is the biggest driver of satisfaction², so this may partly be a reason for the long-term decline in the complaints rate. Since 2011-12 PPM has declined, with a PPM of 87.8% in 2017-18. The decline in PPM recently has not seen an increase in complaints, possibly due to more people using social media (see below).
- **Overall satisfaction** with the rail network, as measured by the National Rail Passenger Survey³, increased from a low of 72% in 2001-02 (autumn 2001 survey) to a high in 2012-13 of 85% (autumn 2012 survey). Since then there have been small fluctuations in satisfaction levels, with the Autumn 2017 results at 81%.
- **Methodology improvements** may have also caused a decrease in complaints. Some operators previously included passenger charter, delay repay or other types of delay compensation as a complaint. Since ORR took over the data collection in 2009-10 we have worked with the industry to standardise definitions to ensure only complaints are included within the data submitted by operators⁴.

¹ The Public Performance Measure (PPM) measures the percentage of trains that arrive at their final destination within five minutes of their scheduled arrival time (10 minutes for long-distance services).

² [National Rail Passenger Survey](#) (Page 57)

³ <https://www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/>

⁴ http://orr.gov.uk/_data/assets/pdf_file/0006/27618/reference_guide_for_2018-19_orr_core_data_compliance_monitoring.pdf

- More recently the increased use of **social media** may have caused a decrease in the complaints rate. Over the past few years operators have set up social media accounts to interact with customers. These social media interactions are not included within these statistics. It may be that social media is either replacing the traditional way of making a complaint, or it allows operators to interact with customers and prevents a formal complaint being made.

Social media comments are excluded from these statistics.

The number of complaints received via such sources, the definition of a 'complaint' and the resources that each train operator allocates to these social platforms vary significantly, and therefore they are excluded from the published figures.

For further information see this [report](#):

2017-18 Q4 results

There were 30.8 complaints per 100,000 journeys in 2017-18 Q4 for franchised operators, 1.2% lower than the same quarter last year

- Complaints rate data are available on the data portal – [Table 14.8](#);

Complaint by category

2017-18 annual

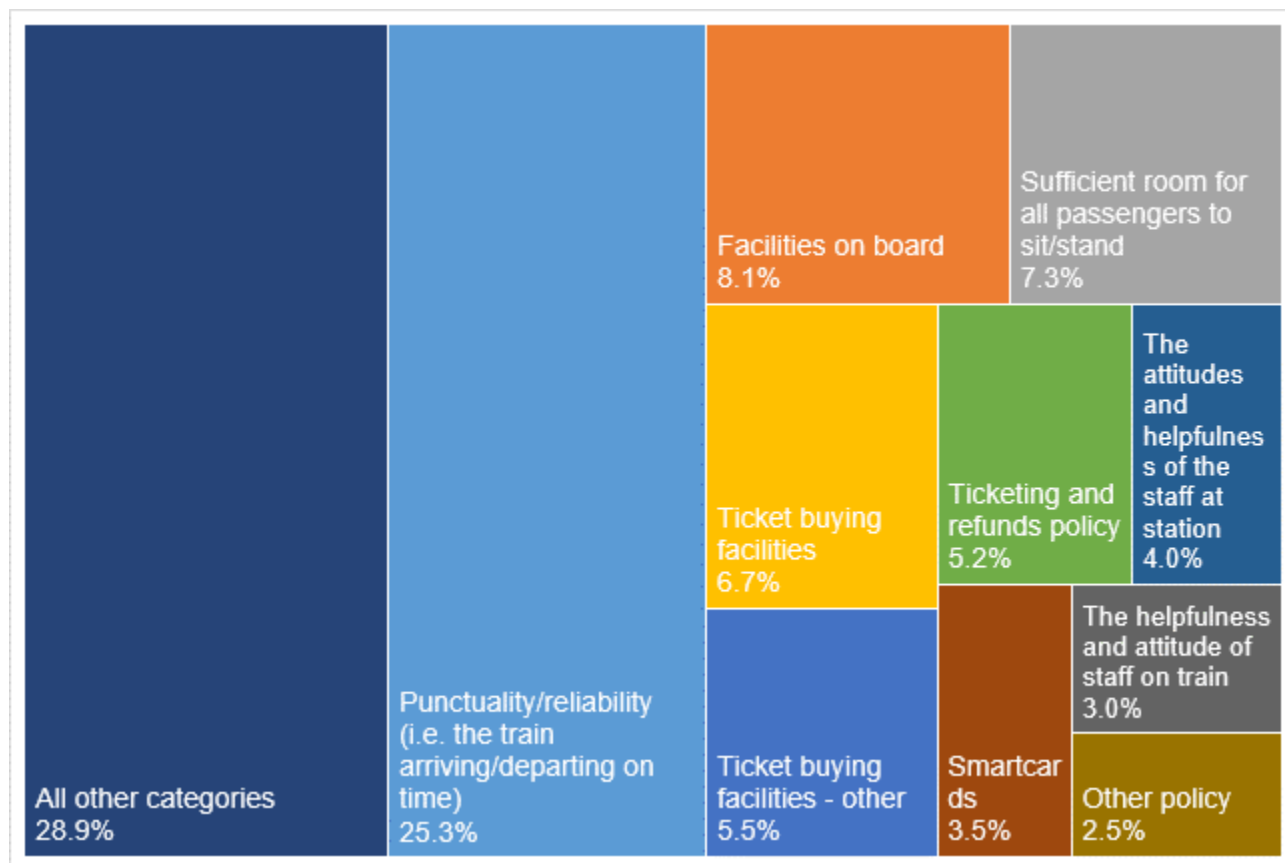
- Punctuality or reliability of services was the most common complaint with 25.3% of complaints in 2017-18, a 1.1 pp decrease compared to last year.
- Complaints about facilities on board and sufficient room for passengers continued to attract more complaints in 2017-18, and are now the second and third most complained about area respectively.

Complaint by category: the type of complaint received by the train operator. Each complaint within a complaint correspondence should be recorded. For example, a letter covering two complaints is counted as two complaints categories. However, this would only be recorded as one complaint correspondence within the complaints rate.

There are 65 detailed categories, mainly based on National Rail Passenger Survey (NRPS) satisfaction categories, which make up 14 high level complaint categories.

Top complaint categories, Great Britain, 2017-18 [\(Table 14.3\)](#)

The top ten complaint categories were responsible for 71% of all complaints.





Complaints about **punctuality or reliability** were the most complained about area in 2017-18, with one in four complaints (25.3% of all complaints). The percentage of complaints about punctuality has declined by 1.1 pp compared to last year, and has declined for the past three years (a 4.0 pp decrease from 2015-16). Punctuality of trains for 2017-18, as measured by the Public Performance Measure (PPM) was 87.8%, a 0.1 pp improvement on the previous year⁵.

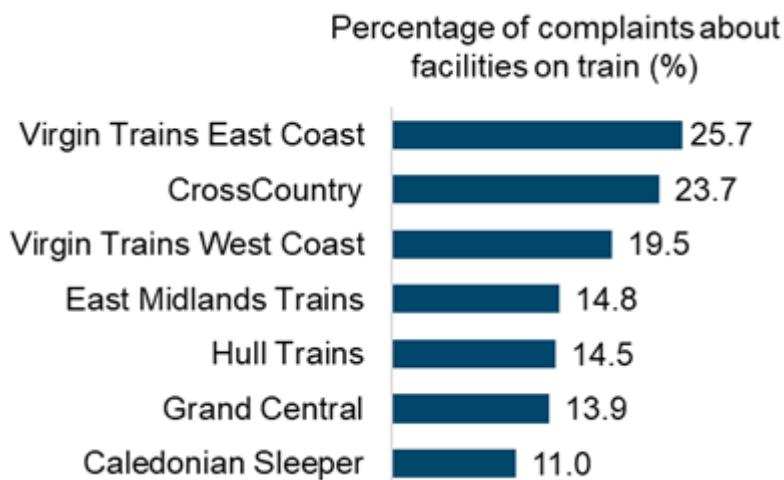
Train operators with the highest and lowest proportion of complaints about punctuality or reliability, Great Britain, 2017-18, (table 14.5)

Highest proportion	Lowest proportion
<ul style="list-style-type: none"> • West Midlands Trains (58.5%) • CrossCountry (46.5%) • Greater Anglia (44.1%) • TfL Rail (44.0%) • London Overground (39.3%) 	<ul style="list-style-type: none"> • Virgin Trains East Coast (2.5%) • Caledonian Sleeper (5.1%) • TransPennine Express (5.6%) • Great Western Railway (7.6%) • Grand Central (10.0%)



Complaints about **facilities on board** was the second most complained about category in 2017-18 with 8.1% of all complaints, a 0.9 pp increase compared to last year.

Train operators with the highest proportion of complaints about facilities on board, Great Britain, 2017-18, (table 14.5)



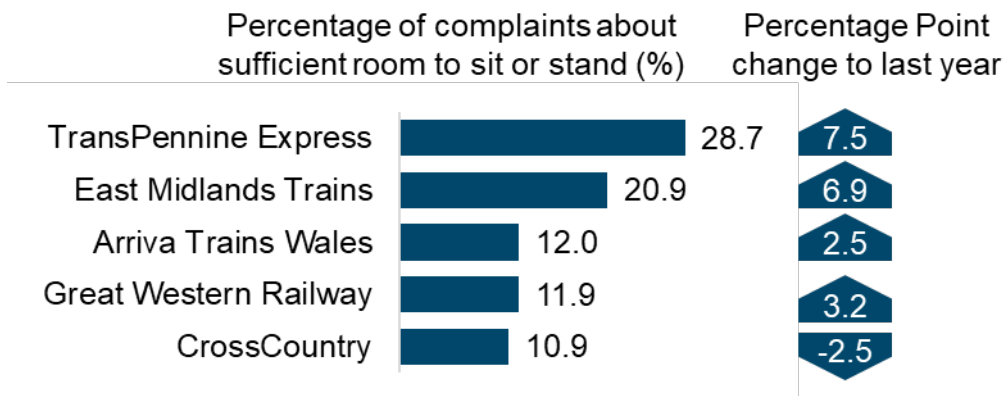
Long distance operators generally get more complaints about facilities on board.

⁵ http://orr.gov.uk/data/assets/pdf_file/0003/27759/passenger-freight-performance-2017-18-q4.pdf



Complaints about **sufficient room for passengers** to sit or stand was the third most common complaint, and had the largest proportion increase of all complaints when compared to last year. Overall 7.3% of complaints were about sufficient room, 1.3 pp higher than last year.

Train operators with the highest proportion of complaints about sufficient room to sit or stand, Great Britain, 2017-18, (table 14.5)



Complaints about **buying tickets** were the fourth and fifth most complained about categories. Complaints about online ticket sales (ticket buying facilities – other) accounted for 5.5% of complaints, this had the biggest decline of all complaint categories with a 1.8 pp decrease, but is still higher than in 2015-16 where 3.6% of complaints were about this category. The proportion of complaints about ticket buying facilities has remained between 6.5% to 7.0% of all complaints for the past three years.



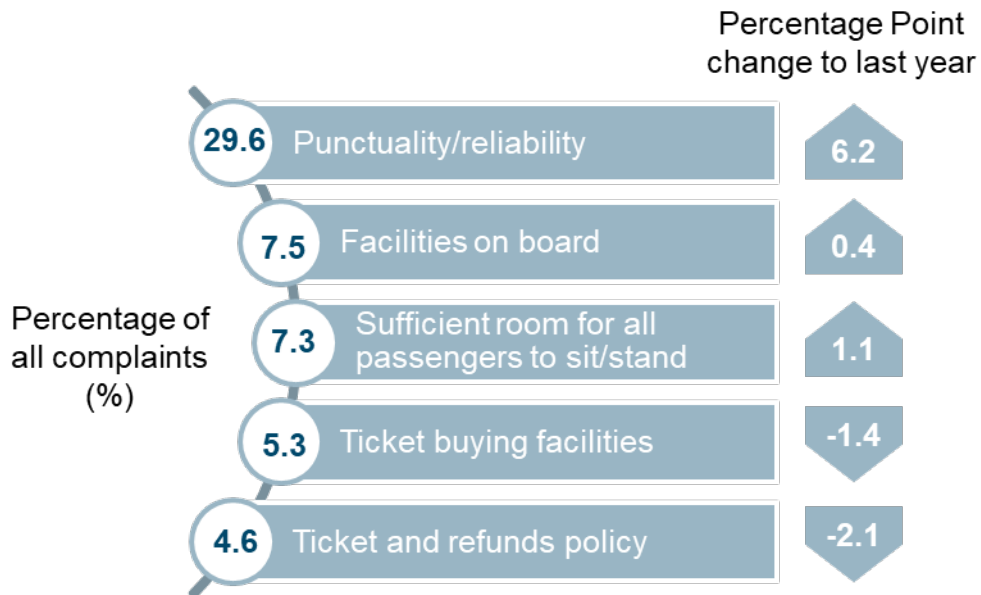
Overall 1.0% of complaints were about **accessibility issues**, this has remained fairly stable for the past three years. The majority of accessibility complaints were about no reply on the assistance line/ booked assistance not provided (0.4% of all complaints).



ORR introduced six complaint categories about **delay compensation schemes** in 2016-17. Complaints about the claim being rejected was the most popular reason to complain (1.9% of all complaints), followed by complaints about the compensation claim process (1.7% of all complaints).

2017-18 Q4

Complaints in 2017-18 Q4 generally reflected 2017-18 annual complaint categories. Complaints about punctuality or reliability were responsible for 29.6% of all complaints, a 6.1 pp increase from Q4 last year. The PPM measure showed 86.4% were on time in 2017-18 Q4, 2.7 pp lower than Q4 last year.



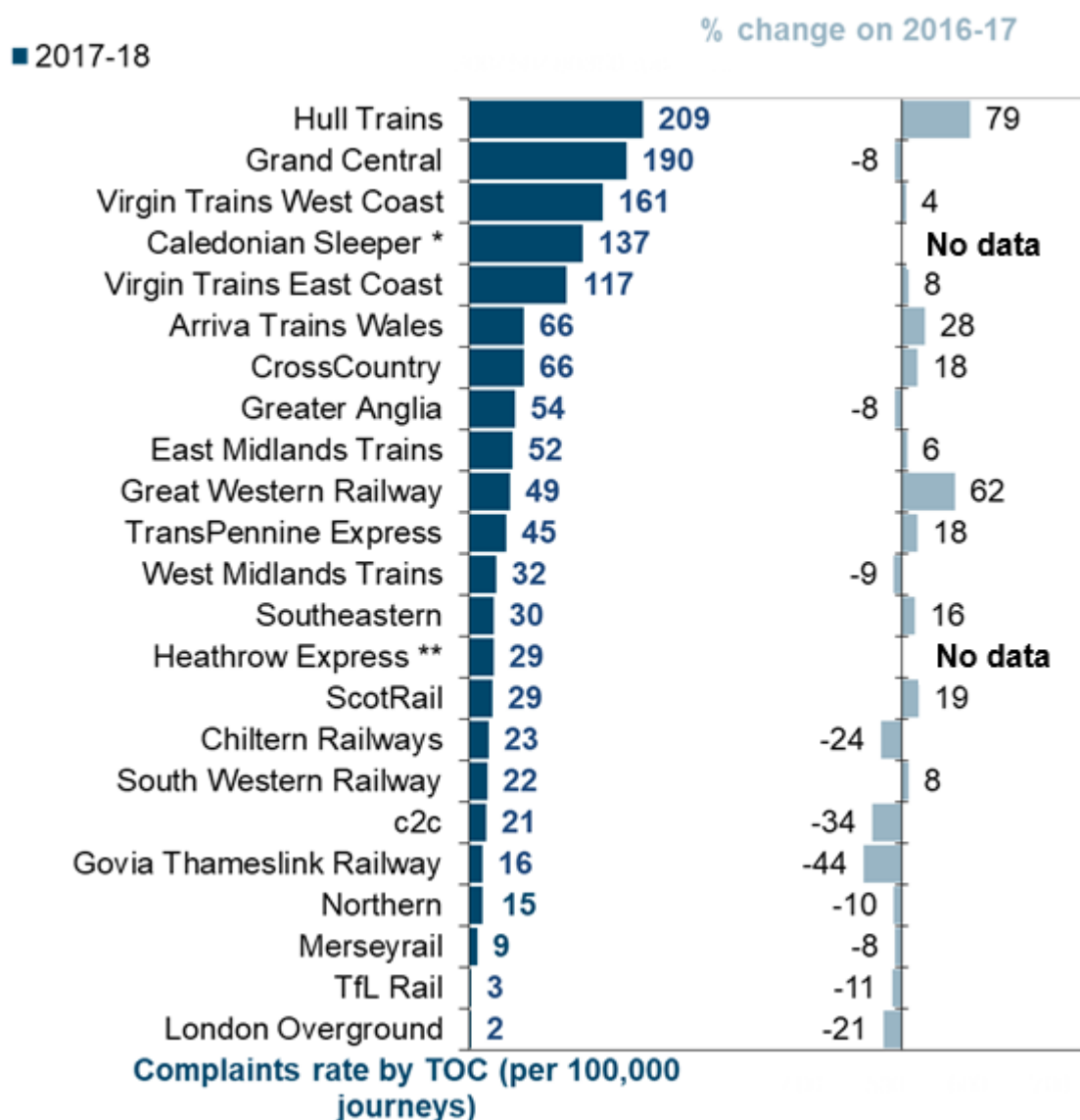
- Complaints rate by train operating company data are available on the data portal in: [Table 14.9](#)
- Complaints by category and train operating company data are available on the data portal in: [Table 14.5](#)

Complaints rate by train operating company

2017-18 annual

- Overall 11 train operators had a higher complaints rate than last year, and ten operators had a lower complaints rate than last year (no comparisons to last year have been made for Caledonian Sleeper or Heathrow Express, see note below)

Complaints per 100,000 passenger journeys by train operating company, Great Britain, 2017-18 ([Table 14.9](#))



*Caledonian Sleeper provided data for the first time for 2016-17 Q3, so an annual comparison has not been made.

**Heathrow Express provided us with all correspondence rather than complaints only in 2016-17. From 2017-18 Q1 Heathrow Express correctly provided us with complaints only data. Therefore, no comparisons have been made to the previous year

Key changes for selected operators during 2017-18

For **Arriva Train Wales (ATW)** complaints about sufficient room was the second most complained about category in 2017-18 with 12.0% of all complaints, a 2.5 pp increase compared to last year. Complaints about ticketing and refunds policy increased by 1.3 pp and complaints about attitudes and helpfulness of the staff at station increased by 1.1 pp compared to the previous year. Punctuality remained the most common cause for complaint with 34.7% of complaints, although it was 10.5 pp lower than 2016-17 and the lowest for the past three years. The PPM measure showed 92.2% of trains were 'on time', this was 0.4 pp higher than the same time last year.

For **c2c** 5.0% of complaints were about no response from the operator to their complaint, a 4.6 pp decline from the previous year. There were also fewer complaints about timetabling (a 2.6 pp decline), and the compensation claim process (a 1.1 pp decline) compared to the previous year.

The complaints rate in 2017-18 for **Govia Thameslink Railway (GTR)** declined by 43.7% compared to 2016-17. During 2016-17 GTR experienced industrial action which may have contributed towards the increased complaints rate. Complaints about punctuality in 2017-18 remained the most complained about category with 14.3% of all complaints, and also had the biggest decline out of all complaint categories (a 12.1 pp decrease) compared to the previous year. GTR's PPM was 81.3% in 2017-18, an increase of 7.1 pp compared with 2016-17.

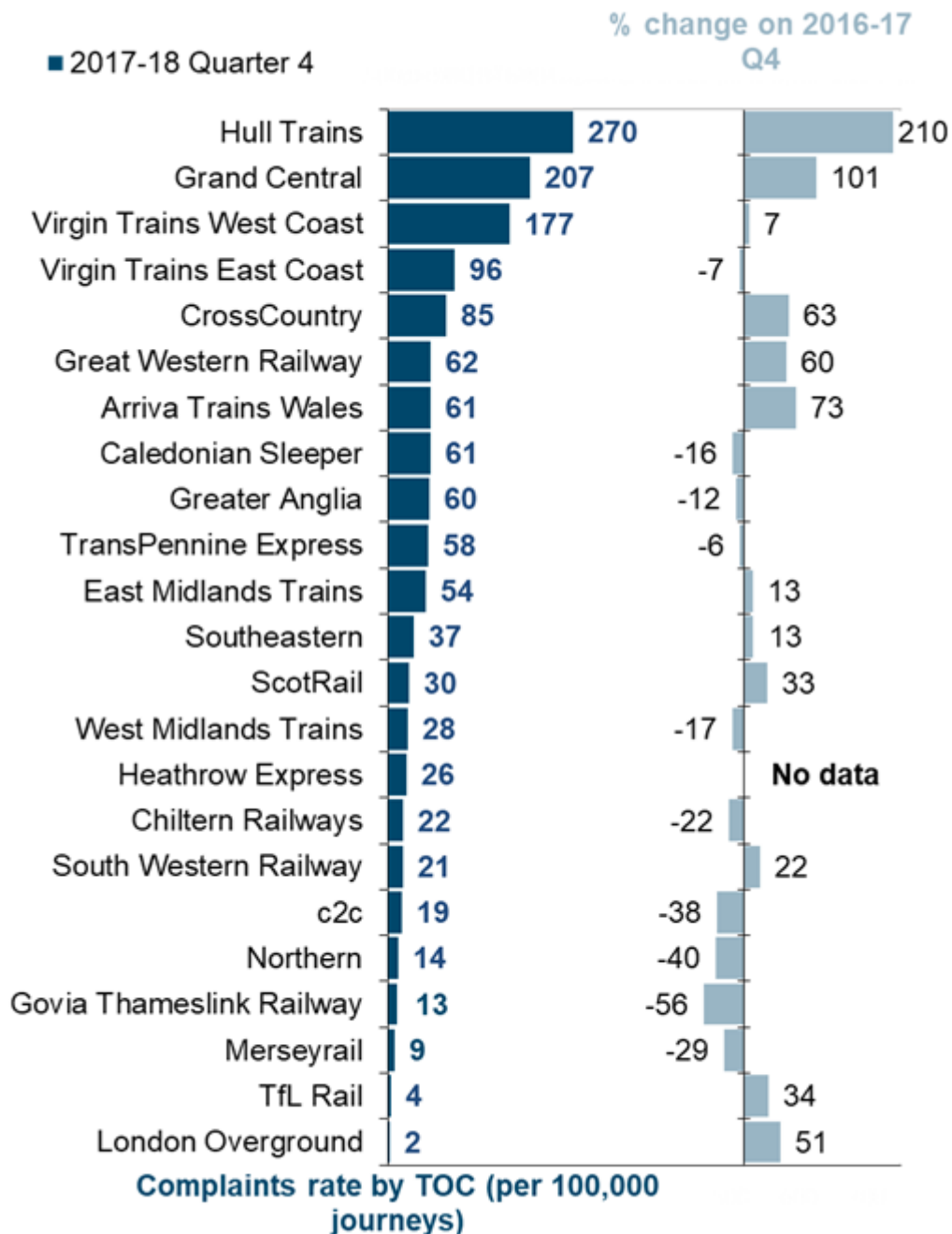
Complaints to **Great Western Railway (GWR)** about sufficient room for passengers to sit/stand had the largest proportion increase. Overall 11.9% of complaints were about sufficient room, a 3.2 pp increase compared to the previous year. Complaints about ticket buying facilities experienced a 2.4 pp increase compared to the previous year, and were responsible for 13.0% of all complaints.

Complaints about facilities on board for **Hull Trains** showed the largest proportional increase of all their complaint categories compared to 2016-17 with a 7.6 pp increase to 14.5% of all complaints. Complaints about the upkeep and repair to the train increased by 1.0 pp compared to last year, and were responsible for 12.1% of all complaints.

2017-18 Q4

- Overall 12 operators had a higher complaints rate than Q4 last year, and ten operators had a lower complaints rate than Q4 last year.

Complaints per 100,000 passenger journeys by train operating company, Great Britain, 2017-18 Q4 ([Table 14.9](#))



Note: See Heathrow Express note on page 9

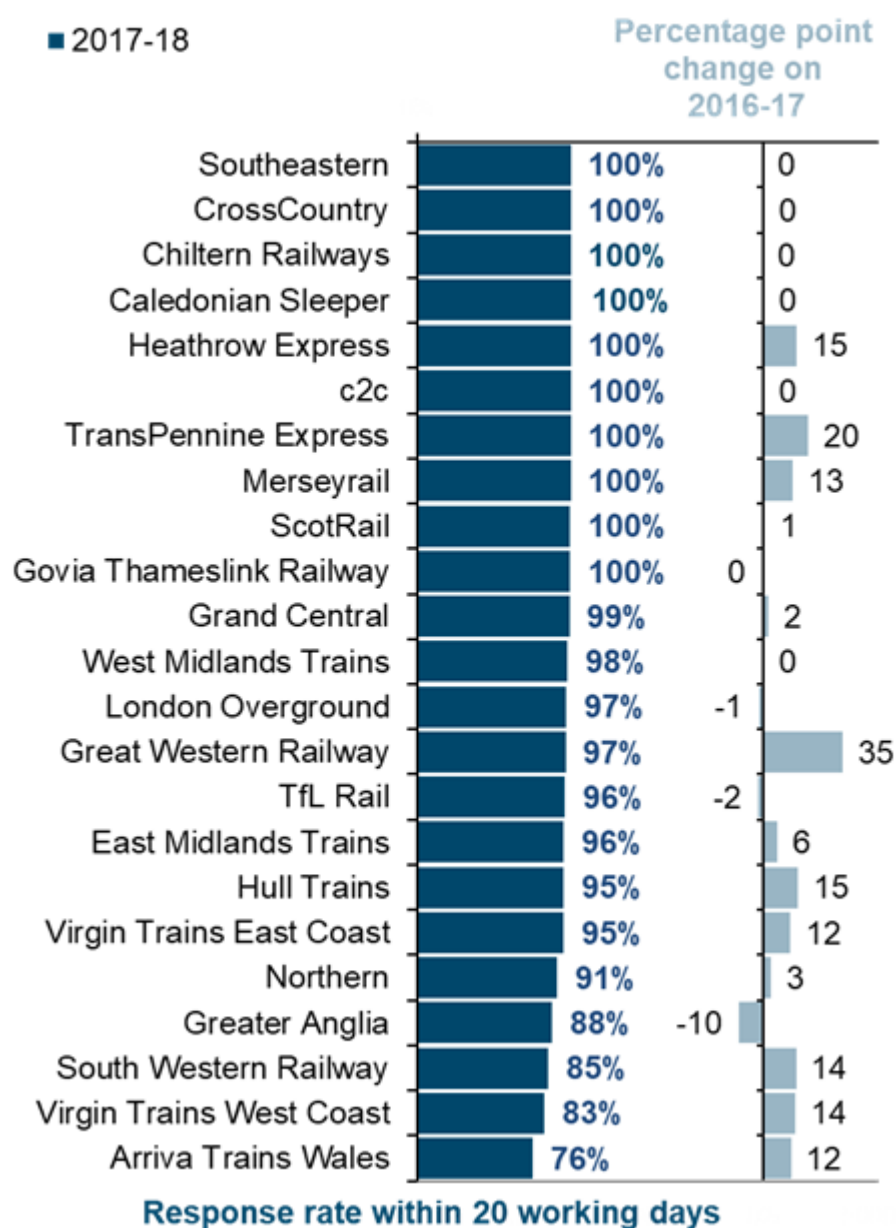
- Complaints rate data are available on the data portal in: [Table 14.8](#)
- Complaints by category data are available on the data portal in: [Table 14.3](#)

Complaints answered within 20 working days

2017-18 annual

- Nationally 93.3% of complaints were closed within 20 working days, 5.7 pp higher than last year.
- In 2017-18, 18 out of 23 TOCs met the industry requirement to close 95% or more of their complaints within 20 working days. In 2016-17, 12 out of 23 TOCs met this requirement.

Percentage of complaints answered within 20 working days by train operating company, Great Britain, 2017-18 ([Table 14.2](#))



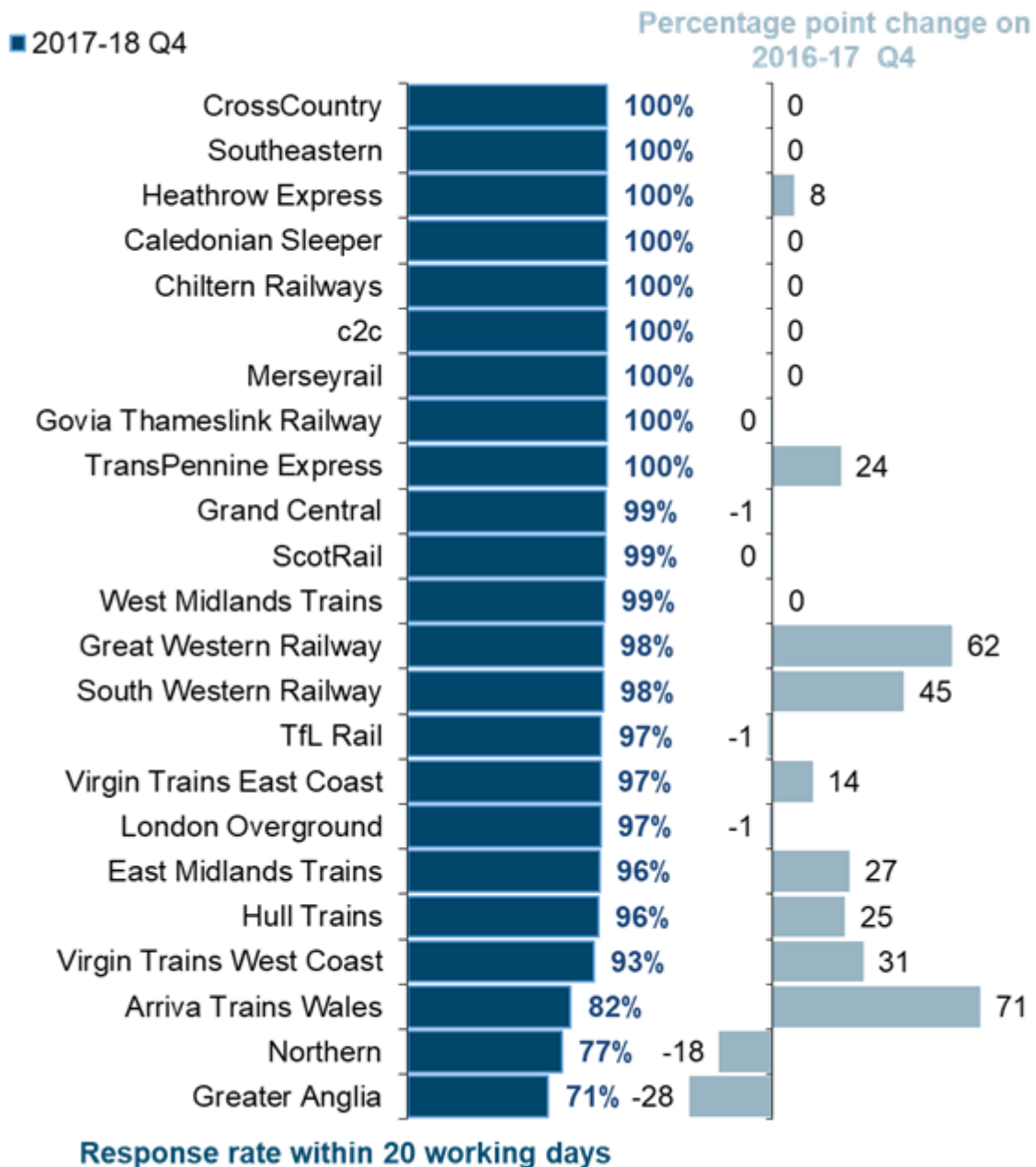
The standard industry target is to close 95% of complaints within 20 working days.

Quarterly data is available from 2007-08 Q4. Data on complaints closed within 10 working days and within TOCs own targets are also available on the data portal in [Table 14.2](#)

2017-18 Q4

- Nationally 94.5% of complaints were answered within 20 working days, an 11.2 pp increase from the same time last year.
- Overall 19 out of 23 TOCs answered 95% of complaints within 20 working days for 2017-18 Q4. In the same quarter last year 14 out of 23 operators met this requirement.

Percentage of complaints answered within 20 working days by train operating company, Great Britain, 2017-18 Q4 ([Table 14.2](#))



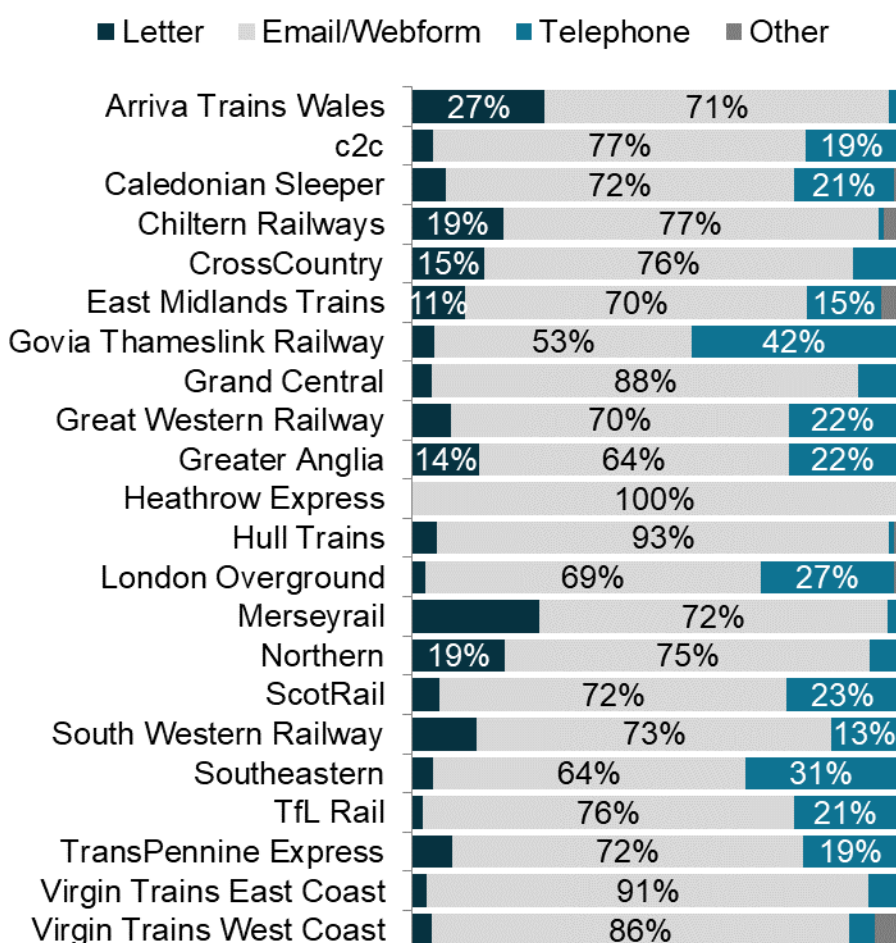
- Complaints answered within 20 days data are available on the data portal in: [Table 14.2](#)

Complaints by contact method and train operating company

2017-18 annual

- The majority of complaints (72%) were made via email/webform in 2017-18.
- Complaints made via letter continued to decrease. Overall 10% of complaints were made via letter, a decline from 14% the previous year.

Percentage of complaints by contact method and train operating company, Great Britain, 2016-17 ([Table 14.6](#))



Complaints by contact method: the method of communication passengers use to complain.

Quarterly data is available from 2010-11 Q1.

The majority of complaints (72%) were made via email/webform in 2017-18. This reflects a shift away from letters as the most common contact method. At the start of the time series in 2010-11 letters were the most common method for complaints for all but three train operators. This move from letters to other forms of communication is likely to be a reflection of both the changing communication habits of the population and also the contact methods offered and promoted by operators.

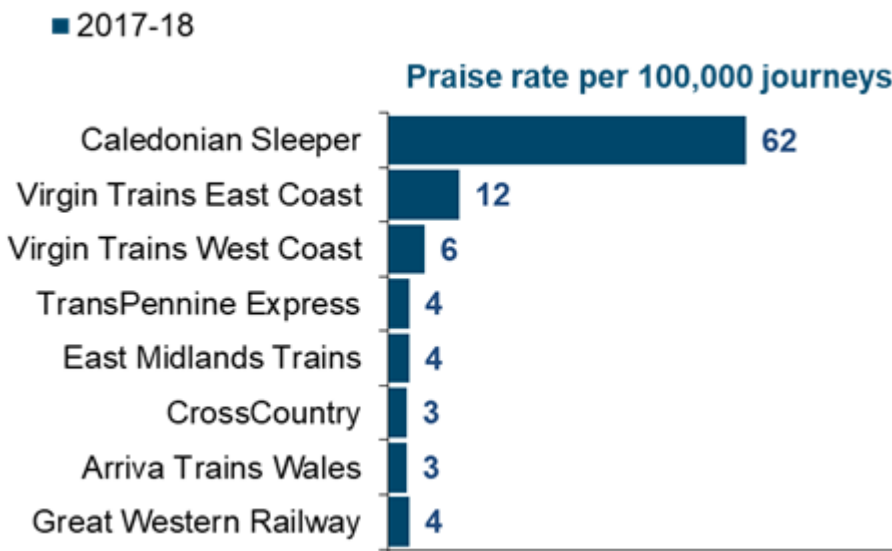
- Complaints by contact method and train operating company data are available on the data portal in: [Table 14.6](#)

Praise comments received by train operating company

2017-18 annual

- Long distance operators tend to receive more praise comments for their services (per 100,000 journeys) than other operators.

Praise comments per 100,000 passenger journeys by train operating company, Great Britain, 2017-18 ([Table 14.17](#))



Praise is shown for those operators with a praise rate of 3 or more praise comments per 100,000 journeys.

Long distance operators may generate more praise because this type of service encourages a higher rate of customer correspondence (both complaints and praise), and also generates more active engagement with customers before and after the journey (for example, e-mail communication and marketing following advanced ticket purchasing).

- Praise rates by train operating company data are available on the data portal: [Table 14.17](#)

Praise comments received per 100,000 passenger journeys.

This can include praise comments within complaints, or separate correspondence with praise.

Praise should only be counted if there is specific satisfaction shown about service delivery, or about company or industry policy. General phrases such “thanks” or acknowledgement or receipt of the TOCs reply should not be counted.

Praise comments are normalised by passenger journeys to allow effective comparison of data between time periods and train operating companies.

Passenger satisfaction with complaints handling

2017-18 annual

This survey data shows passenger satisfaction with train operators' complaints handling processes.

After a passenger makes a complaint to a train operator, they are invited to participate in a follow up survey by an independent research company, commissioned by ORR, about their experience of how the complaint was handled.

The survey asks questions relating to the complaints process and resulting outcome. The complainant is asked to rank their satisfaction with each on a five point scale.

Operators joined the survey at different stages throughout 2016-17.

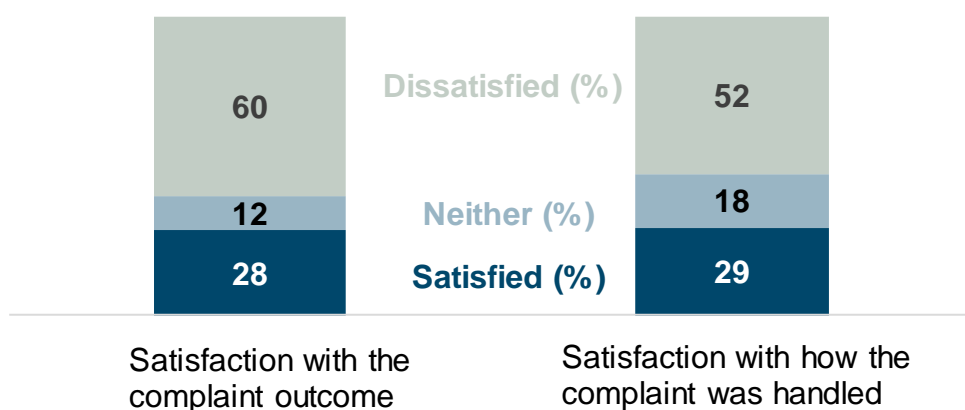
Therefore, comparisons with 2016-17 should be treated with caution. See the [quality and methodology document](#) for further details

Sample size: The 2018-19 sample size was 41,789 responses

NOTE: Passenger satisfaction with complaint handling tables (tables [14.18](#), [14.19](#) and [14.20](#)) are not designated as National Statistics as they have not been assessed by the Office for Statistics Regulation.

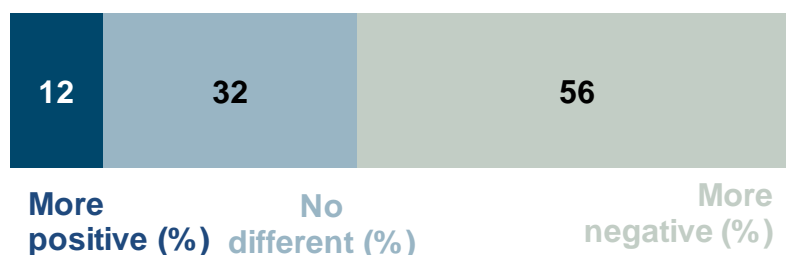
- The majority of complainants were not satisfied with the handling of their complaint or the complaint outcome.
- Overall satisfaction with the handling of the complaint was 29%, and overall satisfaction with the outcome of the complaint was 28%.

Overall passenger satisfaction with the handling and outcome of their complaint (%), Great Britain, 2017-18 ([Table 14.19](#))

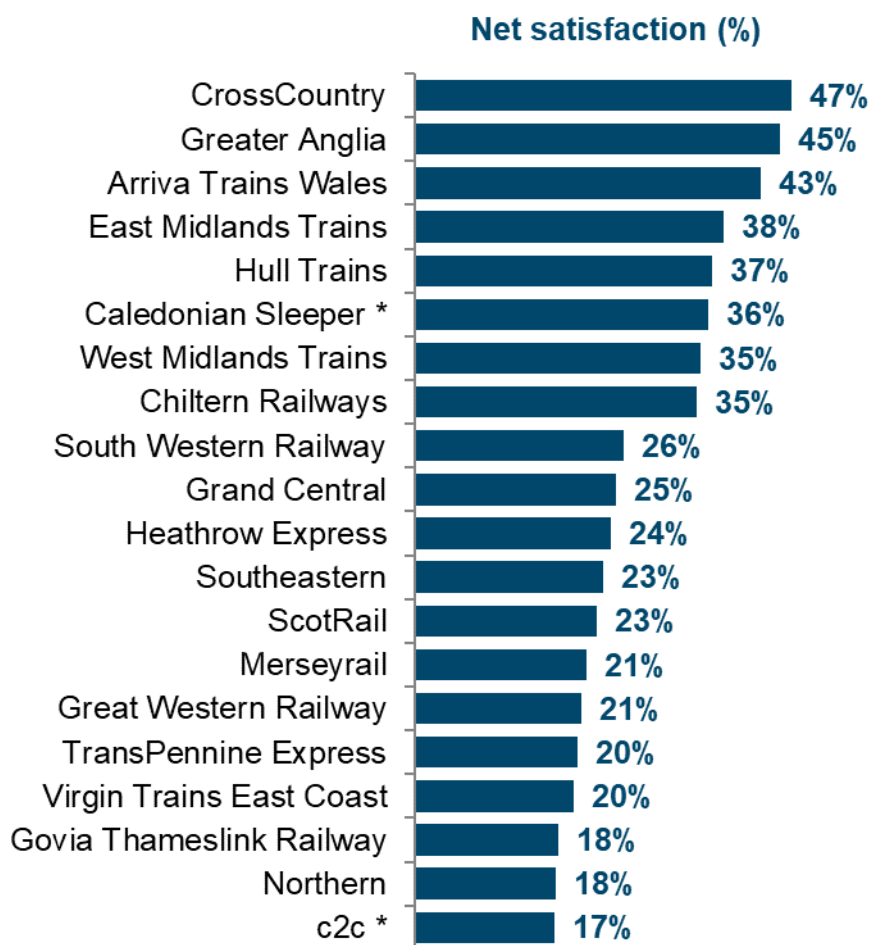


How the passenger felt about the train company in light of how their complaint was handled (%), Great Britain, 2017-18 ([Table 14.19](#))

- Of the people surveyed, 12% felt more positive and 56% more negative about the train company



Overall passenger net satisfaction with the outcome of their complaint by TOC, Great Britain, 2017-18 ([Table 14.20](#))



Question: Ignoring for the moment TOC's handling of the issue, how satisfied or dissatisfied were you with the outcome of your particular complaint?

Sample size: 41,789

Note:

* Both c2c (23 people surveyed) and Caledonian Sleeper (33 people surveyed) have a low sample size, so results should be treated with caution.

The following operators joined the survey towards the end of 2017-18, so have not been included within the 2017-18 full year chart above. The 2017-18 Q4 data for these operators are: London Overground (18% satisfaction, 99 people surveyed), TfL Rail (6% satisfaction, 64 people surveyed), Virgin Trains West Coast (21% satisfaction, 29 people surveyed).

2017-18 Q4 results

- When asked about the outcome of the complaint, 30% of complainants surveyed were satisfied. For the handling of the complaint, 31% of complainants asked were satisfied.
- When asked how they felt about the train company, 12% of complainants felt more positive and 53% more negative.

- Passenger satisfaction with complaints handling by TOC (annual data) are available on the data portal - [Table 14.18](#)
- Passenger satisfaction with complaints handling (annual data) are available on the data portal – [Table 14.19](#)
- Passenger satisfaction survey by TOC (quarterly data) are available on the data portal - [Table 14.20](#)

2. Appeals

2017-18 annual

- The passenger watchdogs closed 5,804 appeals during 2017-18; this was 40.4% higher than the year before.
- 1.1% of complaints made in 2017-18 subsequently turned into appeals, up from 0.8% the previous year.

Appeals closed: the number of complaint appeals closed by Transport Focus or London TravelWatch for each train operating company (including all non-franchised), ATOC/RDG and Network Rail, and the number of complaints categories for appeals closed.

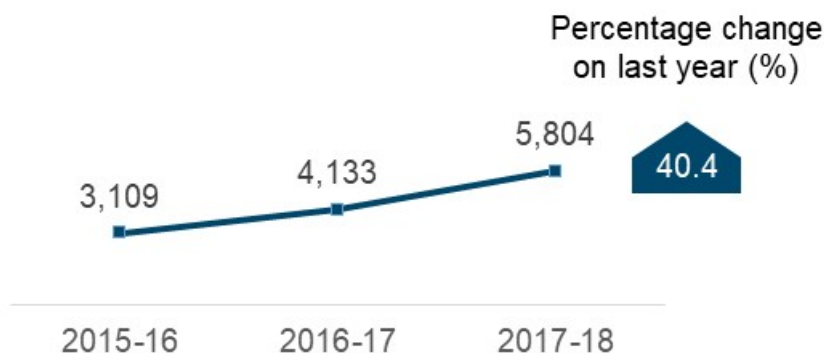
The independent passenger watchdogs, Transport Focus and London TravelWatch, may open an appeal on behalf of a rail passenger whose initial complaint to the train operating company has not been resolved to their satisfaction.

Quarterly data on appeals closed is available from 2013-14 Q1 for Transport Focus and 2015-16 Q1 for London TravelWatch. Quarterly data on appeals categories is available from 2014-15 Q1 for Transport Focus and 2015-16 Q1 for London TravelWatch.

The increase in the volume of appeals over the past year is due to Transport Focus (TF) receiving more appeals. The increase in appeals since 2015-16 has been caused by an increased in appeals at both TF and London TravelWatch (LTW). TF closed 4,360 appeals during 2017-18, 62.1% higher than 2016-17, and almost double since 2013-14 (when the time series began). LTW closed 1,444 appeals in 2017-18, one more than 2016-17 but 44.4% higher than two years ago.

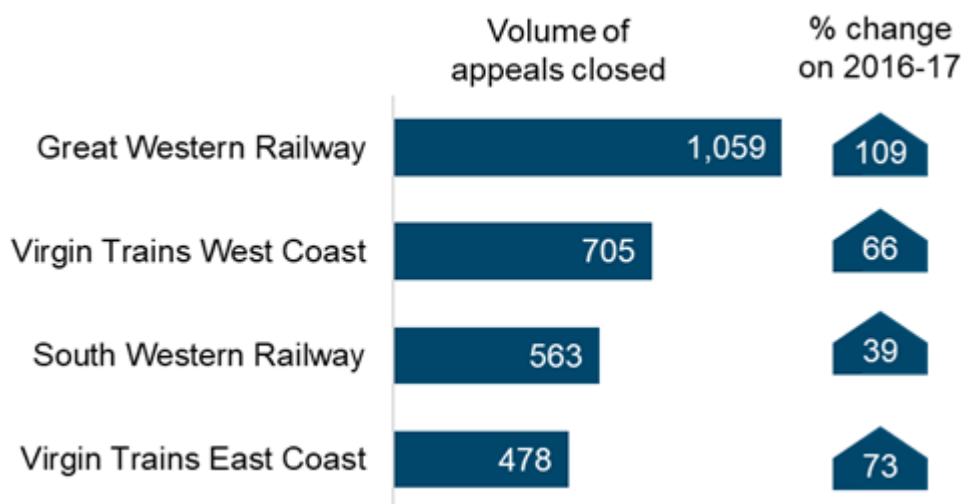
ORR started to collect data in 2016-17 from train operators on the number of complainants who were sign-posted to the passenger watchdogs. This may be driving the operators to ensure more complainants are sign-posted, and therefore more complainants are appealing.

Appeals closed by passenger watchdogs, Great Britain, 2015-16 to 2017-18 ([Table 14.15](#))



An increase in appeals made against Great Western Railway (GWR), South Western Railway (SWR), Virgin Trains East Coast (VTEC) and Virgin Trains West Coast (VTWC) contributed most towards the national increase (see chart below).

Appeals closed by selected train operating company, Great Britain, 2017-18 ([Table 14.15](#))



What people are appealing about

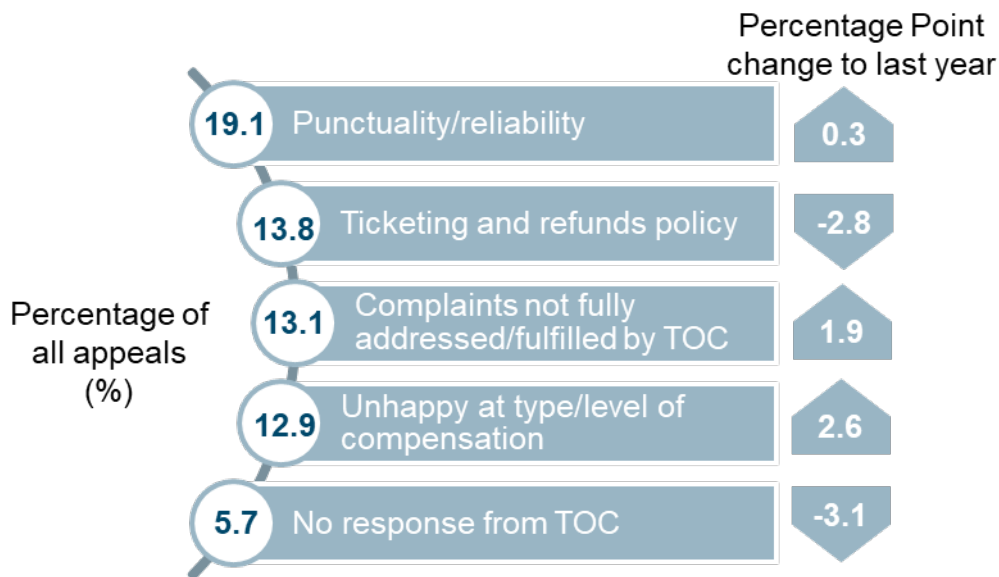
- Appeals made about punctuality or reliability remain the most appealed about complaint category, with around one in five appeals (19%). This proportion remains similar to the previous year (a 0.3 pp increase).
- Three of the top five appeal categories are about how the train operator handled the complaint. These appeal categories accounted for around one in three appeals made (32%).

Appeals by category: the type of complaint received by the train operator. There are 65 detailed categories, mainly based on National Rail Passenger Survey (NRPS) satisfaction categories.

Appeals made about no response from the operator were responsible for 5.7% of all appeals, a 3.1 pp decline from 2016-17. This may be due to the national response rate to complaints improving during 2017-18. In 2017-18, 93.3% of complaints were answered within 20 working days, 5.7 percentage points higher than the year before.

Appeals made about ticketing and refunds has declined by 2.8 pp compared to 2016-17. This also reflects a decline in complaints made about buying tickets. Complaints about ticket buying facilities declined by 0.3 pp and complaints about ticket buying facilities – other (online ticket sales) declined by 1.8 pp compared to 2016-17 (see page 7).

Top five appeal categories (Transport Focus and London TravelWatch), Great Britain, 2017-18 ([Table 14.16](#))



2017-18 Q4 results

There were 1,618 appeals in 2017-18 Q4, a 20.5% increase from Q4 the year before. This included 1,226 appeals closed by Transport Focus, the highest Q4 volume since the time series began, and 25.0% higher than the same time last year. LTW closed 392 appeals closed, 3.1% more than the same time last year.

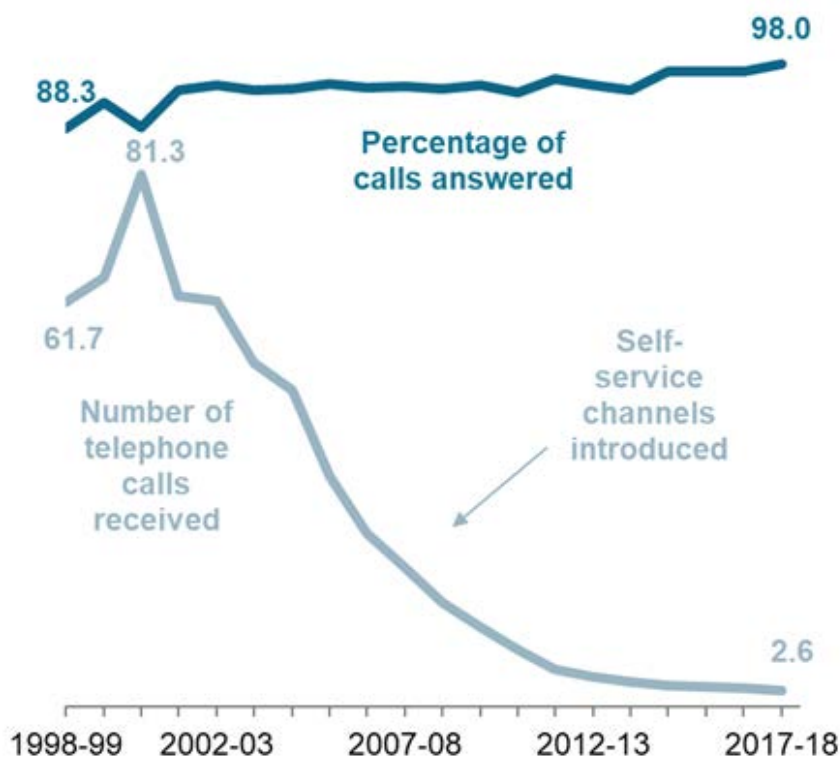
- Appeals closed by Transport Focus and London TravelWatch by TOC data are available on the data portal in: [Table 14.15](#)
- Complaint categories for appeals closed by Transport Focus and London TravelWatch data are available on the data portal in: [Table 14.16](#)

3. National Rail Enquiries telephone service

Annual 2017-18

- There were 2.6 million calls made to the National Rail Enquiries telephone service during 2017-18, a decrease of 10% compared to the previous year. This is a reduction of 96% since the start of the time series in 1998-99, when 61.7 million calls were made.

National Rail Enquiry telephone services (calls received and percentage of calls answered), Great Britain, 1998-99 to 2017-18 (Table 14.13)



National Rail Enquiries (NRE): the total number of calls made to National Rail Enquiries (NRE).

National Rail Enquiries is part of the Rail Delivery Group (RDG), who provide the data for this section of the release. Enquiries to NRE can be made through numerous different channels, however the data presented in this statistical release relates to enquiries made through the NRE telephone service only.

Quarterly data is available from 1997-98 Q2.

The decline in the number of calls made to the NRE telephone service is mainly due to the introduction of more ways of accessing train information and the increasing use of these methods, such as self-service channels like websites and apps.

2017-18 Quarter 4 Results

The NRE telephone service received 624,835 enquiries in 2017-18 Q4, a increase of 5% compared to 2016-17 Q4. Of the calls received 94.5% were answered while 5.5% were abandoned.

- National Rail Enquiries telephone service data is available on the data portal in: [Table 14.13](#)

Annex 1 – List of pre-created reports available on the ORR Data Portal

All data tables can be accessed on the data portal free of charge. The ORR data portal provides on screen data reports, as well as the facility to download data in Excel format and print the report. We can provide data in csv format on request.

Complaints

- Complaints rate – [Table 14.8](#);
- Complaints rate by TOC – [Table 14.9](#);
- Complaints by category – [Table 14.3](#);
- Complaints by category and TOC – [Table 14.5](#)
- Complaints responded to within 10 and 20 working days by TOC – [Table 14.2](#); and
- Complaints by contact method and TOC – [Table 14.6](#)
- Praise rate by TOC - [Table 14.17](#);
- Passenger satisfaction with complaints handling by TOC - [Table 14.18](#)
- Passenger satisfaction with complaints handling – [Table 14.19](#)
- Passenger satisfaction survey by TOC and quarter - [Table 14.20](#)

Appeals

- Appeals closed by Transport Focus and London TravelWatch by TOC - [Table 14.15](#);
- Complaint categories for appeals closed by Transport Focus and London TravelWatch - [Table 14.16](#); and
- Complaint appeals opened by Transport Focus and London TravelWatch - [Table 14.14](#) (*data available until 2012-13 Q4 only*)

National Rail Enquiries

- National Rail Enquiries (telephone enquiries received) – [Table 14.13](#)

Annex 2

Statistical Releases

This publication is part of the statistical releases which cover the majority of reports that were previously released through the [Data Portal](#). The statistical releases consist of four annual and four quarterly themed releases:

Annual:

- Rail Finance & Rail Fares Index;
- Rail Safety Statistics;
- Rail Infrastructure, Assets and Environmental;
- Regional Rail Usage.

Quarterly:

- Passenger and Freight Rail Performance;
- Freight Rail Usage;
- Passenger Rail Usage;
- Passenger Rail Service Complaints.

A full list of publication dates for the next twelve months can be found in the [release schedule](#) on the ORR website.

National Statistics

The United Kingdom Statistics Authority designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Official Statistics. They are awarded National Statistics status following an assessment by the Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is ORR's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

For more details please contact the Statistics Head of Profession Lyndsey Melbourne on 020 7282 3978 or contact rail.stats@orr.gsi.gov.uk.

The Department for Transport (DfT) also publishes a range of rail statistics which can be found at [DfT Rail Statistics](#).



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