



Passenger Rail Service Complaints 2019-20 Q2 Statistical Release

Publication date: 9 January 2020

Next publication date: 2 April 2020

Background

This release contains information on **complaints made by passengers regarding rail services in Great Britain**. This covers:
















- Complaints rate per 100,000 journeys, including by train operator;
- Complaint categories;
- Complaint response time within 20 working days;
- Appeals made to passenger watchdogs.

The latest **quarterly** statistics for 2019-20 Q2 refers to July, August and September 2019. Annual statistics for 2018-19 can be found in the [2018-19 Q4 statistical release](#).

There were 29.6 complaints per 100,000 journeys for franchised operators in 2019-20 Q2, a decrease of 9.3% compared to 2018-19 Q2.


Punctuality/reliability of rail services remained the largest category of passenger complaint in 2019-20 Q2. The largest percentage point (pp) increases in 2019-20 Q2 compared with last year were for complaints regarding facilities on board the train (up 2.0 pp).


Top complaint categories, Great Britain, 2019-20 Q2

Type of complaint	% of all complaints	Percentage point change from 2018-19 Q2
 Punctuality/reliability	 25%	 1.6
 Facilities on board	 11%	 2.0
 Sufficient room for all passengers to sit/stand	 7%	 -0.8
 Other ticket buying facilities – online ticket sales	 6%	 1.7
 Ticketing & refunds policy	 5%	 -0.2

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 Nationally, 94.4% of complaints were closed within 20 working days during 2019-20 Q2. A total of 17 out of 23 train operators met the industry requirement to close 95% or more of their complaints within 20 working days.

 There were 178 appeals closed by passenger watchdogs in 2019-20 Q2, a decrease of 89.8% compared to the same quarter last year. This significant decrease is due to many appeals being directed to the new Rail Ombudsman instead of Transport Focus or London TravelWatch.

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Rail complaints rates, 2019-20 Q2

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 operator.

The **complaints rate** is the volume of complaint correspondences closed per 100,000 passenger journeys. Each communication with the customer is counted as a single complaint, regardless of how many topics are covered in the communication.

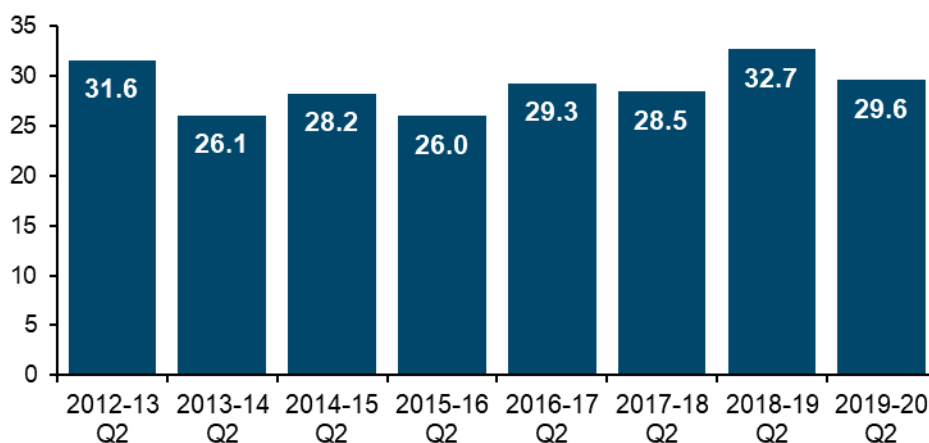
Franchised operators are train operators who operate under the terms of franchises let by Government. **Non-franchised** operators (open access) hold licenses to provide supplementary services on chosen routes.

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 information on the methodology and quality of these statistics, please see the [quality report](#).

- There were **29.6 complaints per 100,000 journeys for franchised operators in 2019-20 Q2**, compared to 32.7 complaints per 100,000 journeys in 2018-19 Q2. This represents a 9.3% decrease compared to last year.
- This decrease in complaints rate follows an increased number of complaints in 2018-19 Q2 related to the temperature of the train in the hotter than usual summer in 2018, as well as the disruption caused by the May 2018 timetable changes. The 2019-20 Q2 complaints rate is broadly similar to the Q2 complaints rates between 2014-15 and 2017-18.

Complaints per 100,000 passenger journeys (franchised operators only), Great Britain, 2012-13 Q2 to 2019-20 Q2 ([Table 14.8](#))



- There were **42.6 complaints per 100,000 journeys for non-franchised operators** in 2019-20 Q2, a 53.7% decrease compared to the same quarter last year (these operators were Hull Trains, Grand Central and Heathrow Express). If these non-franchised operators are included, the national complaints rate in 2019-20 Q2 is 29.7 complaints per 100,000 journeys, a decrease of 9.9% compared to Q2 last year.

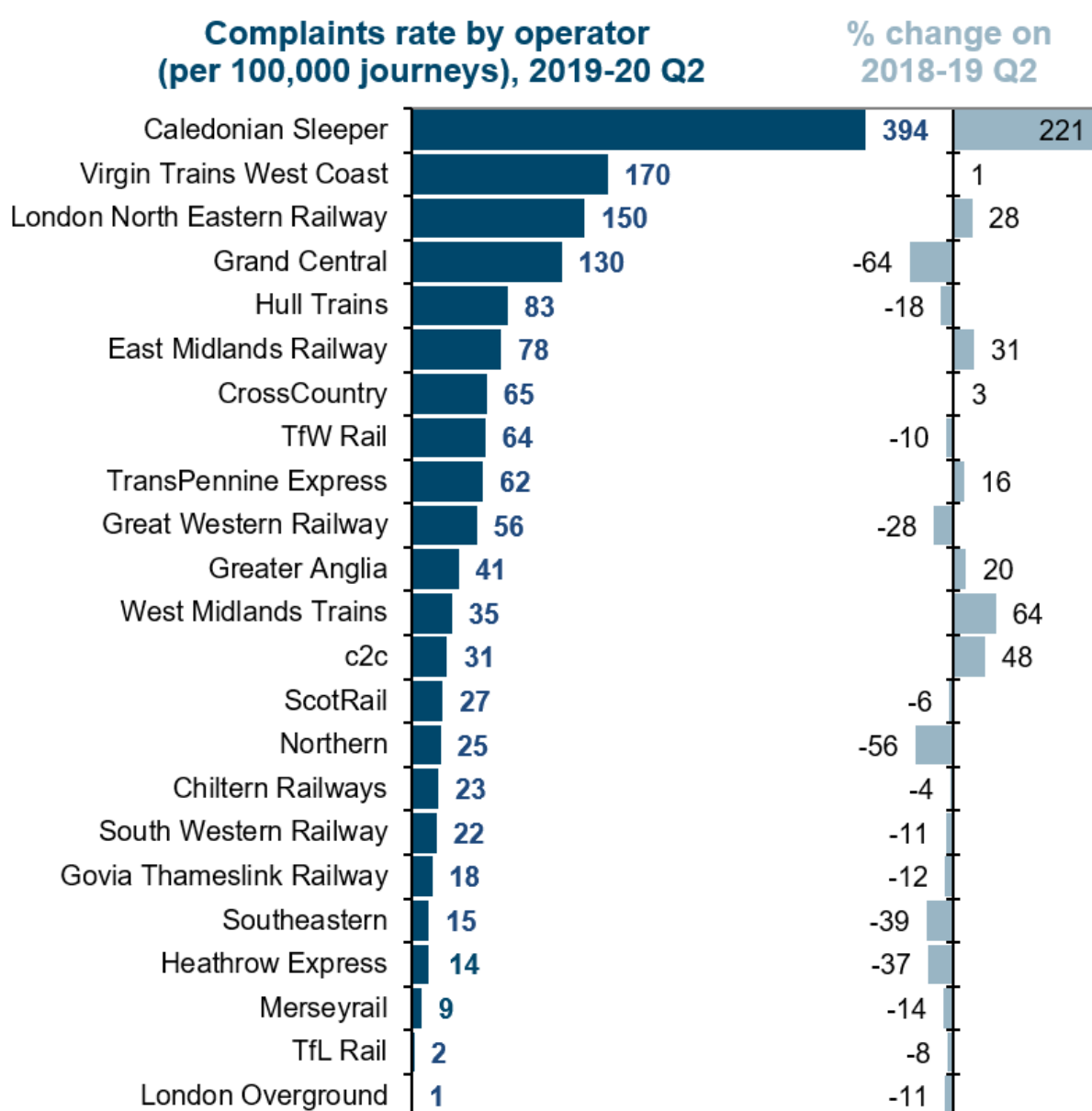
Long-term trend

There has been a long-term decline in the complaints rate since the time series began in 1998-99. In 2018-19, there were 30.1 complaints per 100,000 journeys, which was a 75% lower than the complaints rate in 1998-99. For further information on long-term trends, see the [2018-19 Q4 release](#).

Complaints rate by train operator, 2019-20 Q2

- **Caledonian Sleeper had the highest complaints rate in 2019-20 Q2** with 394 complaints per 100,000 journeys. The delayed introduction of new trains as well as unforeseen problems has meant Caledonian Sleeper has dealt with a larger volume of correspondence in 2019-20 Q2 than in the same quarter last year.
- There were nine train operators that had a higher complaints rate and 14 train operators that had a lower complaints rate in 2019-20 Q2 compared with 2018-19 Q2.

Complaints per 100,000 passenger journeys by train operator, Great Britain, 2019-20 Q2 ([Table 14.9](#))



Note: East Midlands Railway took over the East Midlands Trains franchise from 18 August 2019.

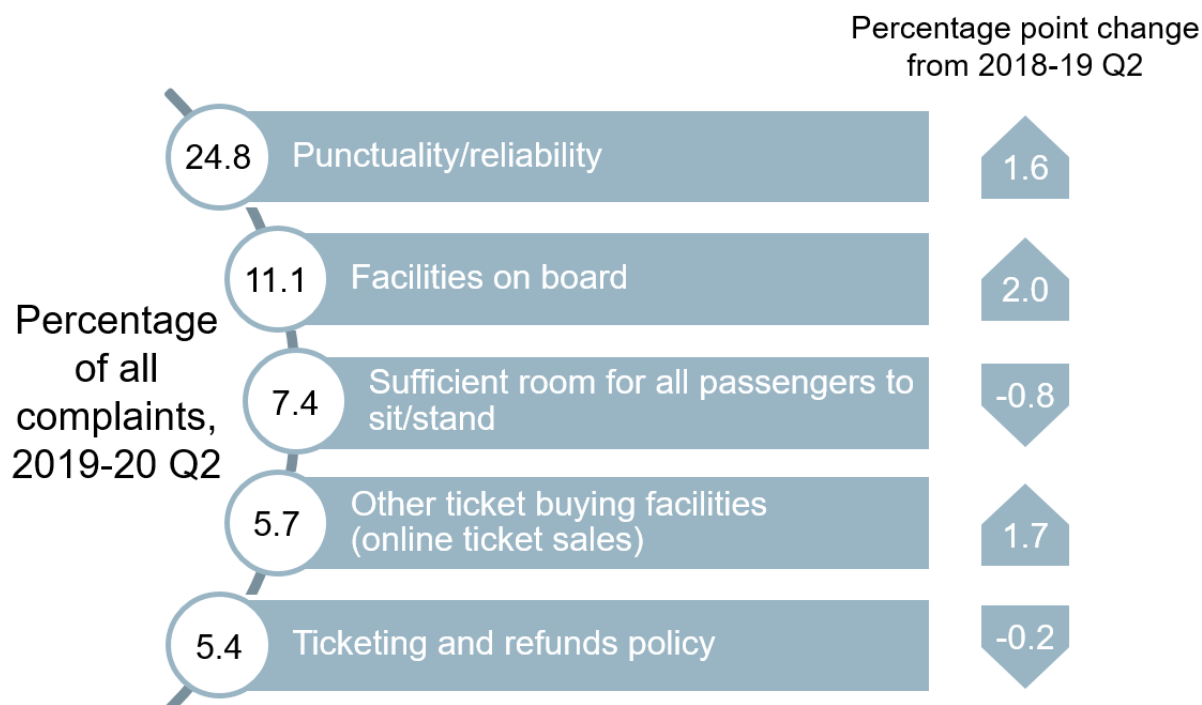
Complaints by category, 2019-20 Q2

Complaint by category: The type of complaint received, where each complaint category within the 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 71 detailed categories, mainly based on [National Rail Passenger Survey](#) (NRPS) satisfaction categories, which make up 14 high-level complaint categories.

- **Punctuality/reliability of rail services remained the most common cause to complain to train operators.** Overall, almost a quarter (24.8%) of all complaints nationally in 2019-20 Q2 were about punctuality/reliability. This represents an increase of 1.6 percentage points (pp) from 2018-19 Q2.
- Complaints regarding the facilities on board the train remained the second most common cause of complaint in 2019-20 Q2, at 11.1% of all complaints, with sufficient room for all passengers to sit/stand remaining the third most common cause of complaint, at 7.4% of all complaints. Complaints regarding online ticket sales (5.7%) overtook complaints on ticketing and refunds policies (5.4%) this quarter, and were the fourth and fifth most complained about categories respectively.

Top 5 complaint categories by percentage, Great Britain, 2019-20 Q2 ([Table 14.3](#))









A full list of all complaint categories and the percentages attributed to each category is available on the ORR Data Portal in [Table 14.3](#). This data is also available by individual train operator in [Table 14.5](#).

Largest increases and decreases in complaint categories between 2018-19 Q2 and 2019-20 Q2







- The largest increase in 2019-20 Q2 compared to the previous year was regarding facilities on board the train, up 2.0 pp from 2018-19 Q2.

Top 3 increases in complaints category in 2019-20 Q2 compared with 2018-19 Q2, Great Britain ([Table 14.3](#))

		pp change from 2018-19 Q2	2019-20 Q2 percentage of all complaints
	Facilities on board	 2.0	11.1%
	Other ticket buying facilities (online ticket sales)	 1.7	5.7%
	Punctuality/reliability	 1.6	24.8%

- The largest decrease in 2019-20 Q2 compared to the previous year was regarding timetabling of services, down 1.7 pp from 2018-19 Q2. This followed an increase in this complaint category last year caused by disruption from the May 2018 timetable changes.
- Upkeep and repair of the train was the second largest decrease in 2019-20 Q2, down 1.5 pp from 2018-19 Q2, which includes complaints on the temperature of the train and air conditioning. This followed an increase in this complaint category last year caused by the hot weather during July and August 2018.

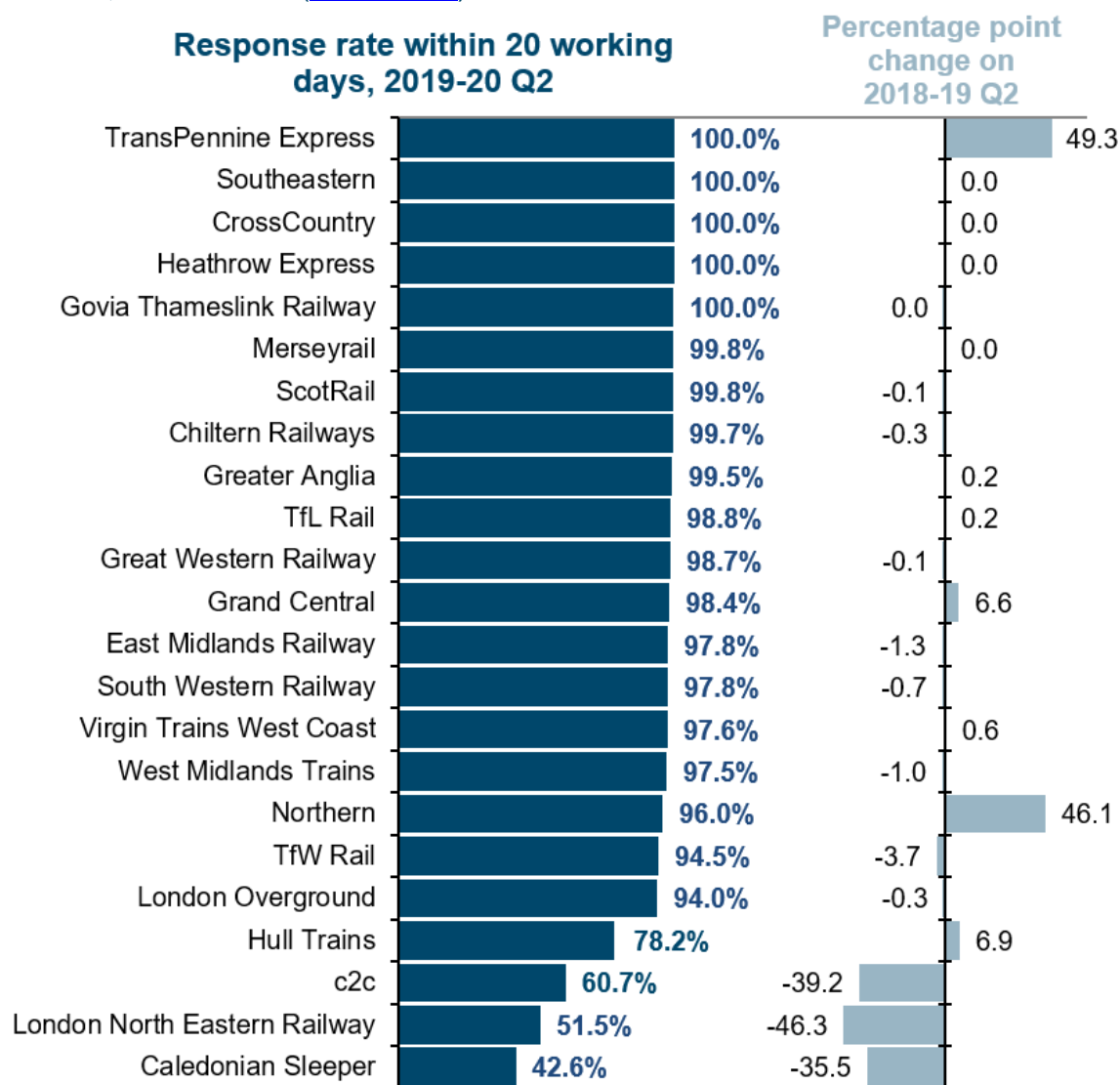
Top 3 decreases in complaints category in 2019-20 Q2 compared with 2018-19 Q2, Great Britain ([Table 14.3](#))

		pp change from 2018-19 Q2	2019-20 Q2 percentage of all complaints
	Timetabling	 1.7	0.8%
	Upkeep and repair of the train	 1.5	3.2%
	Level of delay compensation	 1.0	0.8%

Complaints answered within 20 working days, 2019-20 Q2

- **Nationally, 94.4% of complaints were answered within 20 working days in 2019-20 Q2.** This is 1.7 percentage points (pp) higher than in 2018-19 Q2.
- In 2019-20 Q2, 17 out of 23 train operators met the industry requirement to answer at least 95% of their complaints within 20 working days. This is the same number of train operators that met the industry requirement in the same quarter last year.
- TransPennine Express (up 49.3 pp) and Northern (up 46.1 pp) have seen the largest increases in their complaints response rates during 2019-20 Q2 compared to the same quarter last year.

Percentage of complaints answered within 20 working days by train operator, Great Britain, 2019-20 Q2 ([Table 14.2](#))



Note: East Midlands Railway took over the East Midlands Trains franchise from 18 August 2019.

Key changes for selected operators during 2019-20 Q2

Long-distance train operators had the three largest complaints rates in 2019-20 Q2, **Caledonian Sleeper** (394 complaints per 100,000 journeys), **Virgin Trains West Coast** (170 complaints per 100,000 journeys) and **London North Eastern Railway** (150 complaints per 100,000 journeys). This trend is consistent with previous data and is representative of the fact that long-distance operators receive more correspondence about their services than operators in other sectors.

Caledonian Sleeper had the largest increase in complaints rate in 2019-20 Q2 compared to 2018-19 Q2 (up 221%) while **Grand Central** had the largest decrease in complaints rate from (down 64%). All three non-franchised train operators (**Grand Central**, **Heathrow Express** and **Hull Trains**) saw decreases in their complaints rates (64%, 37% and 18% respectively).

The number of train operators answering at least 95% of complaints within 20 working days remained the same in 2019-20 Q2 compared to the same quarter last year. There were three operators which experienced a decrease in their complaints response rate in 2019-20 Q2 compared to Q2 last year so that they responded to less than 95% of complaints within 20 working days: **London North Eastern Railway** (51.5%, down 46.3 pp), **c2c** (60.7%, down 39.2 pp), and **Transport for Wales Rail** (94.5%, down 3.7 pp).

There were three operators which experienced an increase in their complaints response rate in 2019-20 Q2 compared to Q2 last year so that they responded to at least 95% of complaints within 20 working days: **TransPennine Express** (100.0%, up 49.3 pp), **Grand Central** (98.4%, up 6.6 pp), and **Northern** (96.0%, up 46.1 pp).

There were four train operators that responded to all of their complaints within 20 working days (i.e. 100%): **CrossCountry**, **Heathrow Express**, **Southeastern** and **TransPennine Express**. Additionally, **Govia Thameslink Railway** responded to 100.0% of complaints rounded to one decimal place.

Note: 2019-20 Q1 complaints figures for c2c have been revised since the Q1 statistical release due to data quality issues. The complaints rate for c2c in 2019-20 Q1 has increased from 28 complaints per 100,000 journeys to 32 complaints per 100,000 journeys, their response rate within 20 working days has increased from 90.3% to 91.3%, and there have been minor revisions to c2c's percentages of complaints categories. This revised data is given in the data tables available here: <https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints>.

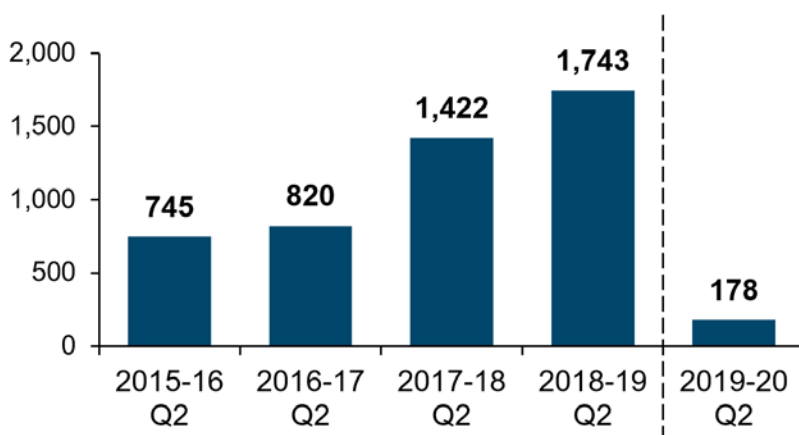
Appeals, 2019-20 Q2

Appeals closed: the number of complaint appeals closed by [Transport Focus](#) or [London TravelWatch](#) for each train operating company (including all non-franchised operators) and some other rail bodies. The data also includes the number of appeals in each complaint category.

The independent passenger watchdogs 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.

- **Passenger watchdogs closed 178 appeals during 2019-20 Q2.** This was 89.8% lower than the volume of appeals closed during 2018-19 Q2.
- From 26 November 2018 (during 2018-19 Q3) the [Rail Ombudsman](#) started and provides a passenger service for unresolved customer complaints within the rail industry. **As a result, many appeals are now being dealt with by the Rail Ombudsman instead of Transport Focus or London TravelWatch.** This consequently has meant the number of appeals dealt with by Transport Focus or London TravelWatch has significantly decreased in the most recent three quarters.
- Provisional figures indicate 399 appeals were eligible to be considered by the Rail Ombudsman and were subsequently closed during 2019-20 Q2. More information on these figures can be found at the following link: <https://www.railombudsman.org/about-us/documents/>.

Appeals closed by Transport Focus or London TravelWatch, Great Britain, 2015-16 Q2 to 2019-20 Q2 ([Table 14.15](#))



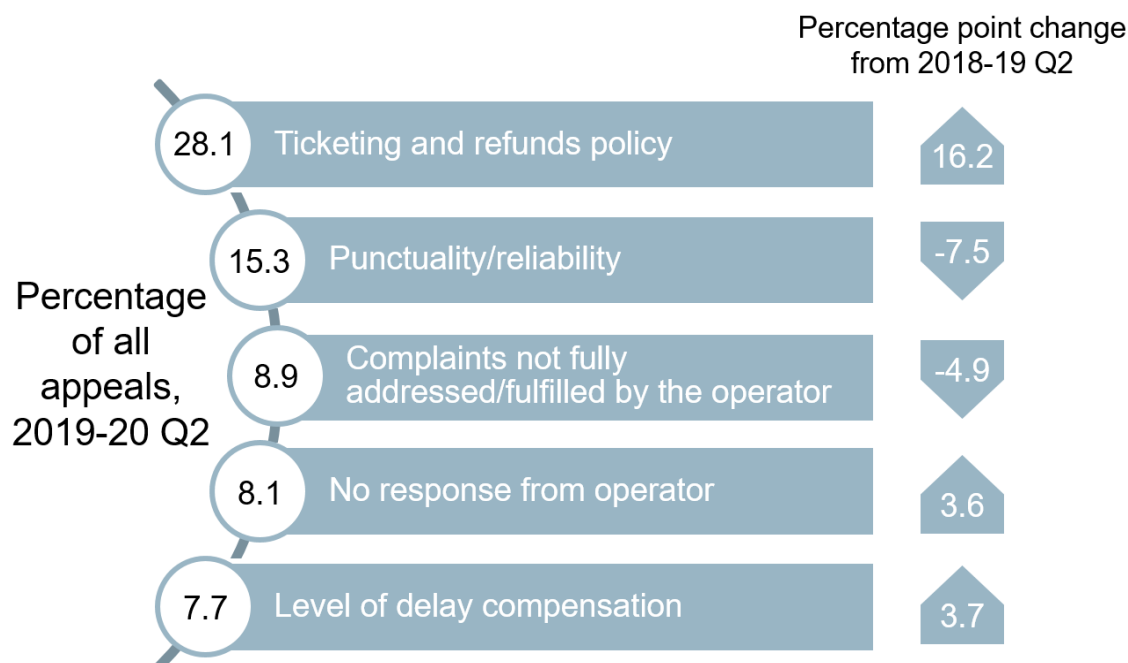
Note: The dotted line displays a break in series where some appeals are now being dealt with by the Rail Ombudsman instead of Transport Focus or London TravelWatch

Appeals closed by Transport Focus or London TravelWatch attributed to each train operator or rail body is available on the ORR Data Portal in [Table 14.15](#).

Appeals by category

- The type of appeals dealt with by Transport Focus and London TravelWatch have changed since the Rail Ombudsman was introduced. For example, appeals regarding ticketing and refunds policies are ‘out of scope’ for the Rail Ombudsman so are dealt with by Transport Focus or London TravelWatch, but appeals about the complainant being unhappy at type/level of compensation are ‘in scope’ for the Rail Ombudsman. Therefore, comparisons on appeal categories with previous years should be treated with caution.
- Appeals about ticketing and refund policies was the most appealed about complaint category with 28.1% of appeals closed being about this category in 2019-20 Q2. This was a 16.2 percentage point (pp) increase from 2018-19 Q2, and this category has overtaken punctuality/reliability of services as the most appealed about complaint category for this quarter.
- Punctuality/reliability of services was the second most appealed about complaint category with 15.3% of appeals closed being this category in 2019-20 Q2, a 7.5 pp decrease from Q2 last year. This is the first quarter that punctuality/reliability of services has not been the most appealed about complaint category since 2016-17 Q2.

Top five appeal categories, Great Britain, 2019-20 Q2 ([Table 14.16](#))



Appeals categories and the percentages attributed to each category is available on the ORR Data Portal in [Table 14.16](#).

Annex 1 – List of data tables available on the Data Portal

All data tables can be accessed on the [Data Portal](#) free of charge and can be downloaded in Excel format. We can provide data in csv format on request.

Complaints

- Complaints rate – [Table 14.8](#);
- Complaints rate by train operator – [Table 14.9](#);
- Complaints by category – [Table 14.3](#);
- Complaints by category and train operator – [Table 14.5](#);
- Complaints responded to within 10 and 20 working days by operator – [Table 14.2](#);
- Complaints by contact method and train operator – [Table 14.6](#) (*updated annually*).

Appeals

- Appeals closed by Transport Focus and London TravelWatch by operator – [Table 14.15](#);
- Complaint categories for appeals closed by Transport Focus and London TravelWatch – [Table 14.16](#).

Other data

- National Rail Enquiry telephone service – [Table 14.13](#) (*updated annually*);
- Praise rate by train operator – [Table 14.17](#) (*updated annually*);
- Passenger satisfaction with complaints handling by train operator – [Table 14.18](#);
- Passenger satisfaction with complaints handling – [Table 14.19](#);
- Passenger satisfaction survey by train operator and quarter – [Table 14.20](#).

(Passenger satisfaction with complaints handling tables have not been updated since 2017-18 - see the [2018-19 annual release](#) for information on this. Statistics on passenger satisfaction with complaints handling are not designated as National Statistics as they have not been assessed by the Office for Statistics Regulation)

Revisions: There were revisions to complaints figures for 2019-20 Q1 for c2c following data quality issues – The magnitude of these changes are detailed on page 7. Data are subject to minor revision and are provisional, pending revisions train operators may have later during the year. Further details on historic revisions to the data can be found at: [Revisions Log](#).

Methodology and Quality: For more information on data collection and the methodology used to calculate the statistics in this release please see the accompanying [Quality Report](#).

Annex 2 – Related data: Statistics on rail delay compensation

One of the complaint categories in this release relates to delay compensation schemes. Statistics published on delay compensation claims data were collected from 2018-19 onwards, and have been published in a factsheet alongside this statistical release since 2018-19 Q2.

The statistics include the volume of delay compensation claims received, closed and approved, as well as the percentage of claims which were responded to within 20 working days. All these measures are provided at national (Great Britain) level as well as by each individual train operator.

A factsheet, interactive charts, and a data table showing these delay compensation claim statistics for the rail periods 5 to 7 of 2019-20 (21 July to 12 October 2019) can be found at: <https://dataportal.orr.gov.uk/statistics/passenger-experience/delay-compensation-claims/>

Note these statistics are not designated as National Statistics as they have not been assessed by the Office for Statistics Regulation.

Annex 3 – Statistical Releases

This publication is part of ORR's [National Statistics](#) accredited statistical releases which consist of annual and quarterly themed releases:

Annual

- Rail Finance;
- Rail Fares Index;
- Rail Safety Statistics;
- Rail Infrastructure and Assets;
- Rail Emissions;
- Regional Rail Usage;
- *Estimates of Station Usage (not National Statistics).*

Quarterly

- Passenger Rail Performance;
- Freight Rail Usage and Performance;
- 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 Data Portal.

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 - Office for Statistics Regulation (OSR). The OSR 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 OSR promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

Our statistical releases hold National Statistics status since being assessed¹ in 2012. Since our assessment, we have improved the content, presentation and quality of our statistical releases. In addition, in July 2019 we launched our new data portal. Therefore, in late 2019 we worked with the OSR to conduct a compliance check to ensure we are still meeting the standards of the Code. A letter² was published on 4 November 2019 confirming that ORR's statistics should continue to be designated as National Statistics. OSR found many positive aspects in the way that we produce and present our statistics and welcomed the range of improvements made since the statistics were last assessed in 2012. OSR identified some areas that we could consider that may enhance the value of the statistics further and we will be working on these over the coming months.

For more information on how we adhere to the Code, please see our compliance statements at: dataportal.orr.gov.uk/code-of-practice/. For more details, please contact the Statistics Head of Profession Lyndsey Melbourne at rail.stats@orr.gov.uk.

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

¹ <https://dataportal.orr.gov.uk/media/1334/ukxa-assessment.pdf>

² <https://www.statisticsauthority.gov.uk/correspondence/compliance-check-office-rail-and-road-statistics/>



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