

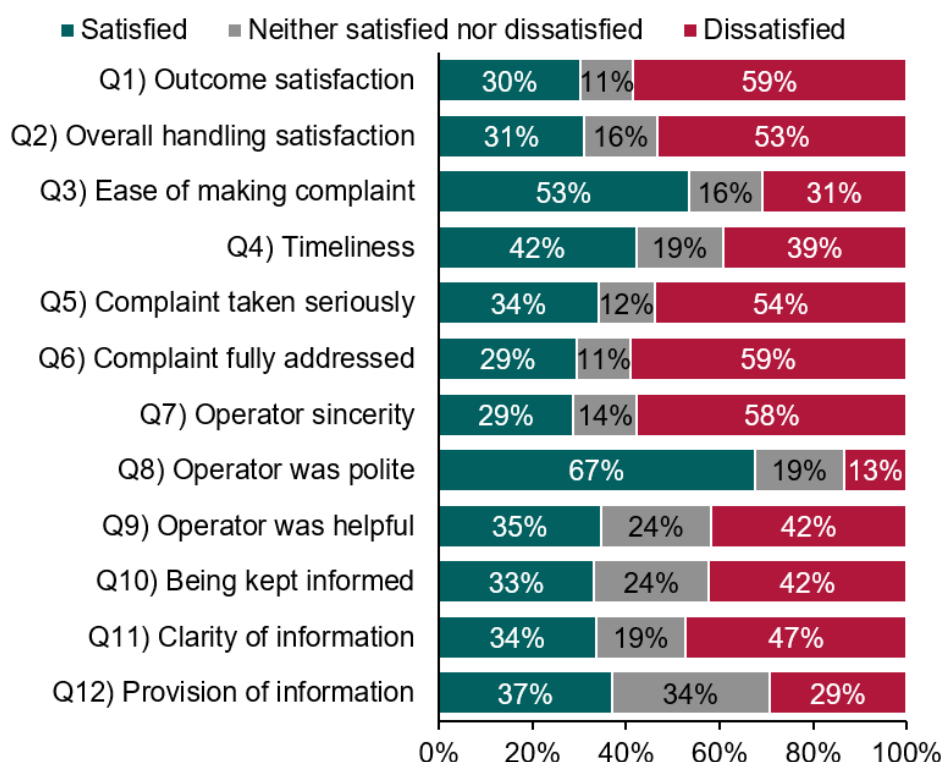
Passenger satisfaction with complaints handling

April 2025 to March 2026

13 August 2026

Overall, 31% of respondents were satisfied with how the train operator **handled their complaint** in the latest year (1 April 2025 to 31 March 2026). This was up 0.5 percentage points (pp) compared with the previous year (not a statistically significant change). Satisfaction with the **complaint outcome** was 30%, which was up 1.6pp compared with the previous year (a statistically significant change).

Figure 1 Passenger satisfaction with the outcome and handling of their complaint, all surveyed operators combined, Great Britain, April 2025 to March 2026 (Table 4170)



See the annex for precise wording of questions asked and series break details for questions 3 to 12.

All data tables and a quality and methodology report associated with this release are published on the [passenger satisfaction with complaints handling page](#) of the ORR data portal.

Background:

This factsheet shows survey results on passenger satisfaction with operators' complaints handling processes.

It includes satisfaction with the **outcome** and **handling** of complaints.

Source: ORR survey of passengers' satisfaction with complaints handling. Conducted by M.E.L Research (22,132 responses in the latest year)

Latest year: 1 April 2025 to 31 March 2026

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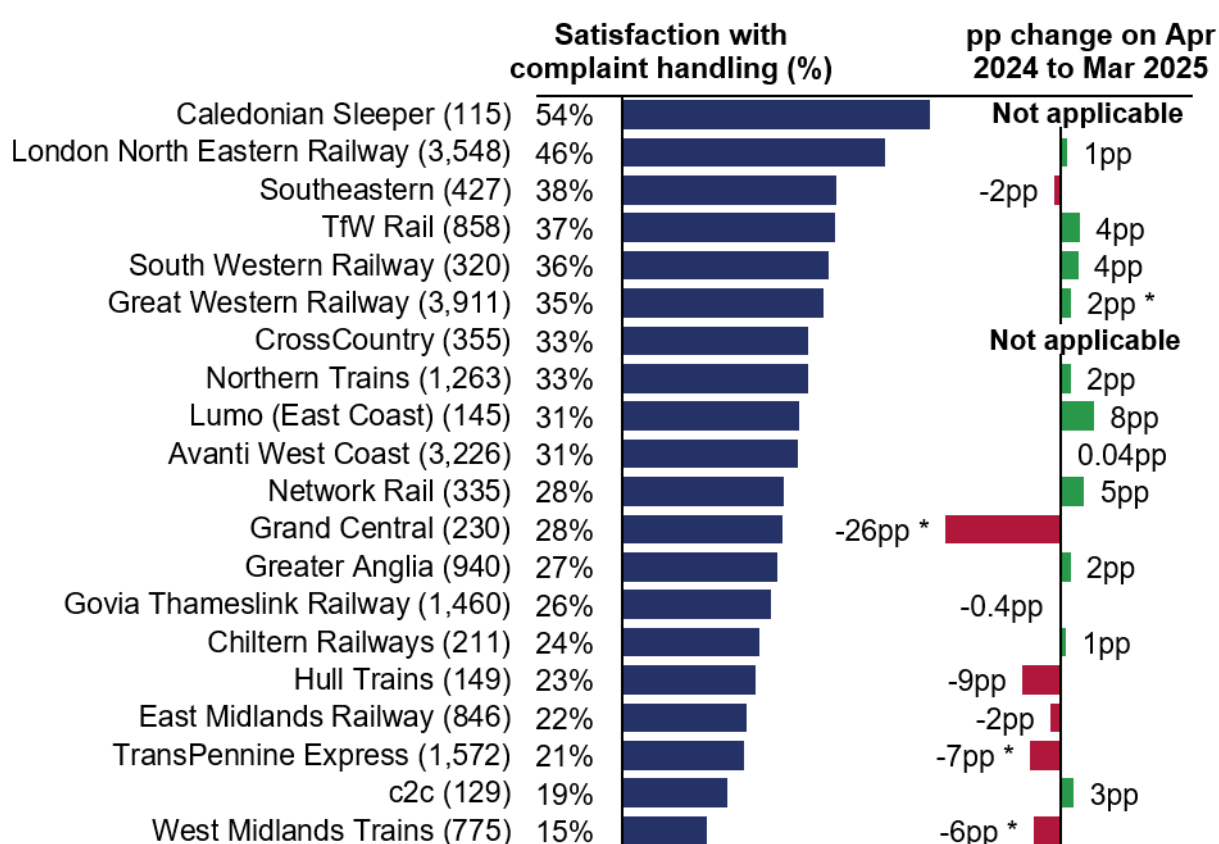
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August 2027

1. Passenger satisfaction with complaints handling by operator

In the latest year, Caledonian Sleeper (54%) and London North Eastern Railway (46%) had the highest levels of satisfaction with overall complaint handling. West Midlands Trains (15%) and c2c (19%) had the lowest levels of satisfaction. Grand Central saw the largest statistically significant decrease in satisfaction with overall complaint handling compared with the previous year (down 26pp). The only statistically significant increase was for Great Western Railway (up 2pp).

Figure 1.1 Passenger satisfaction with overall complaint handling, by operator, Great Britain, April 2025 to March 2026 and change compared with previous year (Table 4174)



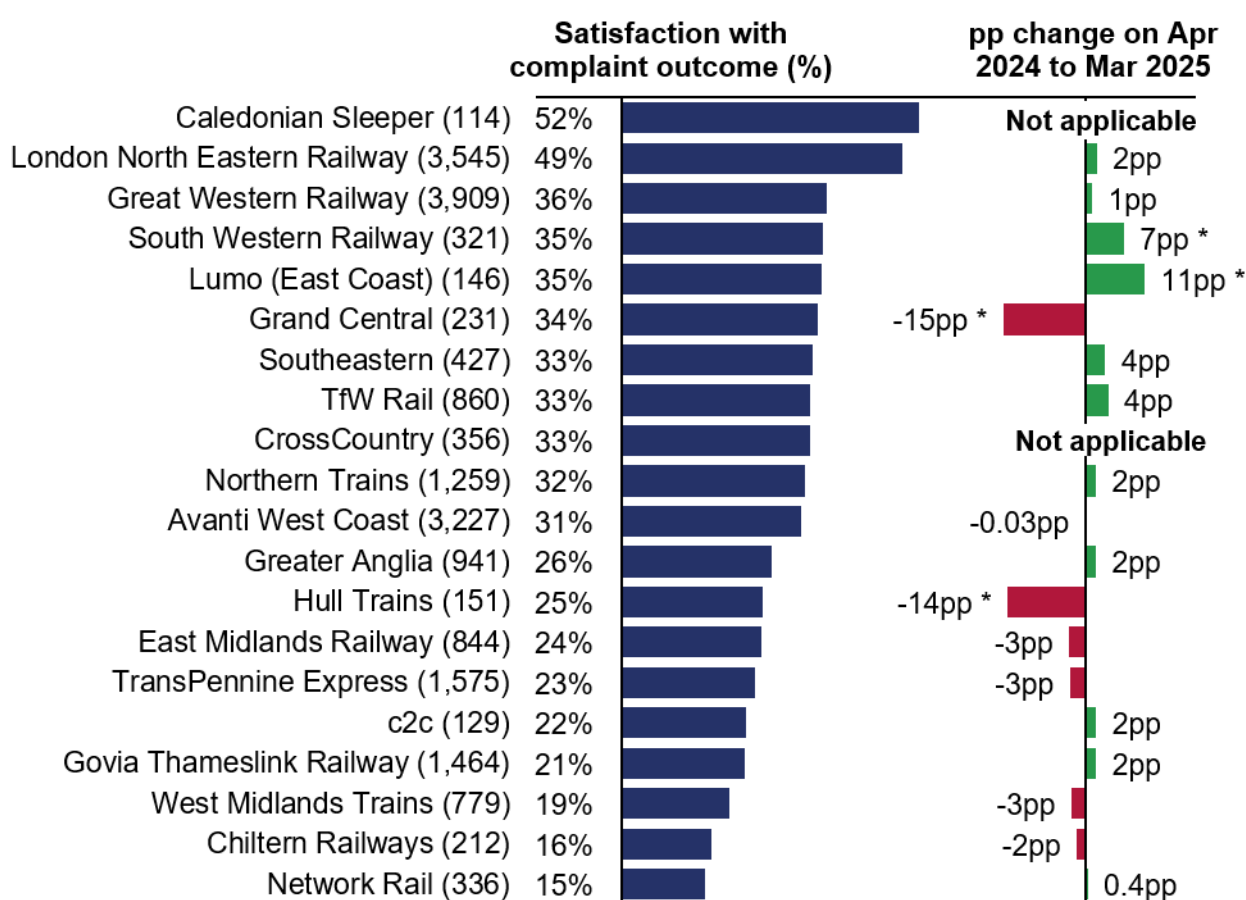
Notes:

- Number of survey responses for each operator is shown in brackets.
- Changes with an asterisk are statistically significant at the 95% level of confidence.
- Operators with 100 or fewer responses in the latest year are not shown (Heathrow Express and Merseyrail). Where operators had 100 or fewer responses in the previous year (Caledonian Sleeper) or where there was an uneven distribution of respondents through the previous year (CrossCountry), the comparison is shown as 'Not applicable'. Scotrail is not shown due to the uneven distribution of respondents through the year.
- Network Rail responses are for complaints regarding Network Rail-managed stations.
- London Overground and Elizabeth line have not participated in the survey since March 2021.

2. Passenger satisfaction with complaint outcome by operator

In the latest year, Caledonian Sleeper (52%) had the highest level of satisfaction with complaint outcome. Network Rail (15%) had the lowest satisfaction with complaint outcome. Grand Central saw the largest statistically significant decrease in satisfaction with complaint outcome compared with the previous year (down 15pp). The largest statistically significant increase was for Lumo (East Coast) (up 11pp).

Figure 2.1 Passenger satisfaction with complaint outcome, by operator, Great Britain, April 2025 to March 2026 and change compared with previous year (Table 4174)



Notes:

- Number of survey responses for each operator is shown in brackets.
- Changes with an asterisk are statistically significant at the 95% level of confidence.
- Operators with 100 or fewer responses in the latest year are not shown (Heathrow Express and Merseyrail). Where operators had 100 or fewer responses in the previous year (Caledonian Sleeper) or where there was an uneven distribution of respondents through the previous year (CrossCountry), the comparison is shown as 'Not applicable'. Scotrail is not shown due to the uneven distribution of respondents through the year.
- Network Rail responses are for complaints regarding Network Rail-managed stations.
- London Overground and Elizabeth line have not participated in the survey since March 2021.

Annex

Quality and Methodology

After a passenger makes a complaint to a train operator, they are invited to participate in an ORR commissioned survey about their experience of how the complaint was handled. M.E.L Research has conducted the survey since April 2022. Between April 2016 and March 2022, it was carried out by Critical Research.

The complainant is asked to rank their satisfaction with the outcome and various aspects of the handling of the complaint on a five point scale and, in some instances, to provide a qualitative response via an open text box. For the data presented in the accompanying data tables and the analysis presented in this factsheet, the response 'satisfied' refers to both satisfied and very satisfied, and 'dissatisfied' refers to both very dissatisfied and dissatisfied. Any 'don't know' responses have been excluded from the data.

The table below lists the outcome satisfaction question, the 11 handling satisfaction questions, and the corresponding labels used in Figure 1 of this factsheet.

Table A.1 Survey questions 1 to 12 and Figure 1 labels

Number	Question	Label in Figure 1
1	Ignoring for the moment the operator's handling of the issue, how satisfied or dissatisfied were you with the outcome of your particular complaint?	Outcome satisfaction
2	Putting to one side the outcome of your complaint, we would like you to think about the process you went through. So overall, how satisfied or dissatisfied were you with the way your complaint was handled?	Overall handling satisfaction
3	The ease with which you were able to make the complaint	Ease of making complaint
4	The time taken to deal with your complaint	Timeliness
5	Your complaint was taken seriously	Complaint taken seriously
6	Your complaint was fully addressed by the operator	Complaint fully addressed
7	The operator seemed keen to reach an agreeable outcome	Operator sincerity
8	The operator was polite	Operator was polite
9	The operator was helpful or knowledgeable	Operator was helpful
10	Being kept informed appropriately about the progress of your complaint	Being kept informed
11	The clarity of information provided by the operator about your complaint	Clarity of information
12	The operator provided you with any information that they promised to send	Provision of information

Recent changes to train operators

Lumo are now referred to as Lumo (East Coast). This is to differentiate the services to and from London King's Cross from the Lumo (West Coast) services to and from London Euston which commenced in May 2026.

Further information on individual operators, including route maps, can be found via the [Rail Delivery Group](#) website.

Revisions

Table 4170: Data for April 2023 to March 2024 have been revised at the 9th decimal place after review for better accuracy.

Details on previous revisions can be found in the [Revisions log](#).

Data presented in this factsheet is correct at the time of publication but may change due to subsequent revisions.

Results for all surveyed operators and the margin of error

The data for all surveyed operators combined (Table 4170) is weighted by train operator complaint volumes and rail reporting period. This improves the representativeness of the combined results. The train operator data in Table 4174 is unweighted.

The following table shows the margin of error (95% confidence level) for the April 2025 to March 2026 results for all surveyed operators combined. The margin of error for each operator is available in the [quality and methodology report](#). As passenger satisfaction with complaints handling data is based on a survey, the margin of error provides a range within which the true result is expected to lie for the given confidence level.

Table A.2 Margin of error, April 2025 to March 2026 survey

Question	Satisfied (%)	Margin of error (pp)
Q1) Outcome satisfaction	30.4%	+/- 0.6pp
Q2) Overall handling satisfaction	31.1%	+/- 0.6pp

Statistical significance for year-on-year changes

Previously, a year-on-year change was considered statistically significant where the result ranges for the two years did not overlap. For April 2025 to March 2026, the two-proportion z-test has been used. For more information, please see the [quality and methodology report](#).

Comparability of the time series

The mix of operators participating in the survey has varied over time. The [quality and methodology report](#) provides details of the operators present for each year of the survey. This should be considered when comparing results from different years. Not all complainants surveyed provided a response to all questions.

In the latest year, 6.6% of those who complained to participating operators took part in the survey (22,132 responses out of 337,432 complaints to the surveyed operators).

Table A.3 Number of survey responses in each financial year

Financial year	Number of responses
1 April 2022 to 31 March 2023	31,394
1 April 2023 to 31 March 2024	32,660
1 April 2024 to 31 March 2025	23,013
1 April 2025 to 31 March 2026	22,132

See the [quality and methodology report](#) for earlier years.

Series break for complaint handling theme questions

From April 2024, respondents were asked questions concerning what the train or station operator did while handling the complaint (e.g. did the operator address the points raised in the complaint). These questions are asked after the complaint outcome and general complaint handling questions (questions 1 and 2 in the data tables), so these are unaffected. However, the questions on specific complaint handling themes such as ease of making the complaint (questions 3 to 12 in the data tables) are now asked after the new questions. Therefore, comparisons with earlier years for the complaint handling themes should be made with caution as the new questions may have affected responses. See the [quality and methodology report](#) for more information.

Inclusion of operators by railway reporting period

The [quality and methodology report](#) includes details of the operators included by railway reporting period in previous years.

Table A.4 Inclusion of operators in the survey, April 2025 to March 2026

Operator	Periods in the survey
Avanti West Coast	Period 1 to Period 13
c2c	Period 1 to Period 13
Caledonian Sleeper	Period 1 to Period 4, and Period 6 to Period 13
Chiltern Railways	Period 1 to Period 13
CrossCountry	Period 7 to Period 13
East Midlands Railway	Period 1 to Period 13
Govia Thameslink Railway	Period 1 to Period 13
Grand Central	Period 1 to Period 13
Great Western Railway	Period 1 to Period 13
Greater Anglia	Period 1 to Period 13
Heathrow Express	Period 3, Period 4, Period 7, Period 8, Period 10, Period 11, and Period 13
Hull Trains	Period 1 to Period 13
London North Eastern Railway	Period 1 to Period 13
Lumo (East Coast)	Period 1 to Period 13
Merseyrail	Period 3, Period 4, Period 7, Period 8, and Period 9
Network Rail (complaints relating to stations managed by Network Rail)	Period 1 to Period 13
Northern Trains	Period 1 to Period 13
ScotRail	Period 1 to Period 8
South Western Railway	Period 1 to Period 13
Southeastern	Period 1 to Period 13
TfW Rail	Period 1 to Period 13
TransPennine Express	Period 1 to Period 13
West Midlands Trains	Period 1 to Period 13

Other related data

Passenger rail service complaints:

ORR publishes statistics about [Passenger complaints](#). These statistics show complaint volumes, the type of complaints and response times to those complaints.

Rail Ombudsman:

The [Rail Ombudsman](#) provides a service to which unresolved customer complaints about train operators can be escalated. The Rail Ombudsman publish quarterly statistics on the number and type of cases it is dealing with.

Rail Customer Experience Survey

The Rail Customer Experience Survey (RCXS) launched in 2025. This is an industry-wide survey and is a collaboration between Rail Delivery Group, Department for Transport, Transport Focus, Network Rail and the Customer and Revenue Growth Team (formerly part of the Great British Railways Transition Team).

A [summary of the results](#) and [respondent-level data](#) are available at the Rail Data Marketplace. [Quarterly scorecards](#) are available from Transport Focus. The first [half-yearly report](#) was published by Transport focus on 18 June 2026.

Key drivers of passenger satisfaction with complaints handling:

In August 2021 ORR published [independent statistical analysis of the key drivers of passenger satisfaction with complaint handling](#). The report provided useful feedback to the rail industry and has informed the [Complaints Code of Practice](#).



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