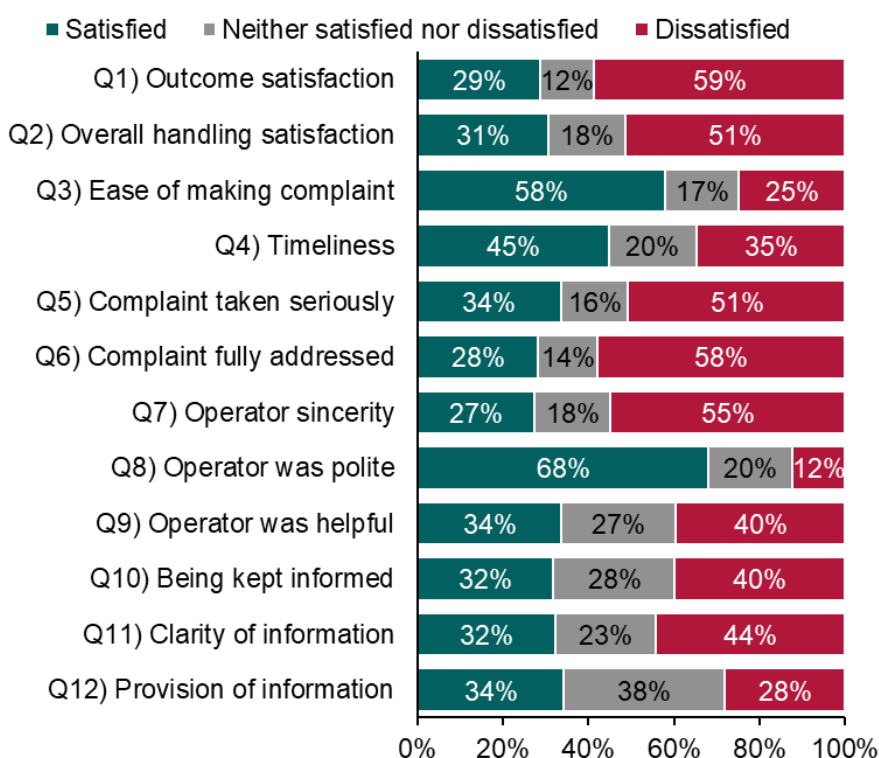


# Passenger satisfaction with complaints handling April 2024 to March 2025

**5 August 2025**

Overall, 31% of respondents were satisfied with how the train operator **handled their complaint** in the latest year (1 April 2024 to 31 March 2025). This was up 2.9 percentage points (pp) compared with the previous year (a statistically significant change). Satisfaction with the **complaint outcome** was 29%, which was up 1.4pp 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 2024 to March 2025 (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 (23,013 responses in the latest year)

**Latest year:** 1 April 2024 to 31 March 2025

## Contents:

Complaints handling – p2  
Complaints outcome – p3  
Annex – p4

## Responsible Statistician:

T. Leveson Gower

## Public Enquiries:

[rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk)

## Media Enquiries:

Tel: 07856 279808

## Next publication:

August 2026

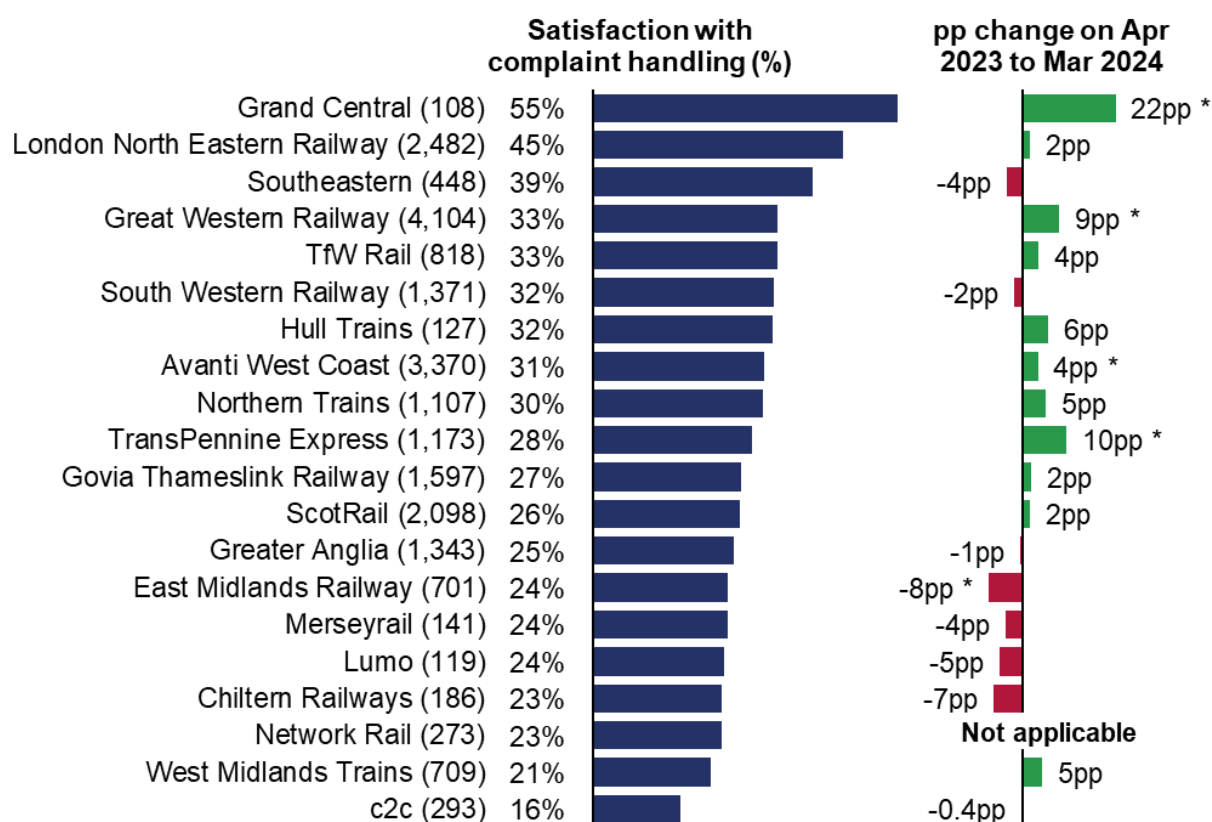
# 1. Passenger satisfaction with complaints handling by operator

In the latest year, Grand Central (55%) and London North Eastern Railway (45%) had the highest levels of satisfaction with overall complaint handling. c2c (16%) and West Midlands Trains (21%) had the lowest levels of satisfaction.

Grand Central saw the largest statistically significant increase in satisfaction with overall complaint handling compared with the previous year (up 22pp). East Midlands Railway saw the largest statistically significant decrease in satisfaction (down 8pp).

**Figure 1.1 Grand Central and London North Eastern Railway had the highest levels of satisfaction with overall complaint handling**

Passenger satisfaction with overall complaint handling, by operator, Great Britain, April 2024 to March 2025 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 (Caledonian Sleeper). Where operators had 100 or fewer responses in the previous year (Network Rail), the comparison is shown as 'Not applicable'. CrossCountry and Heathrow Express are 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.

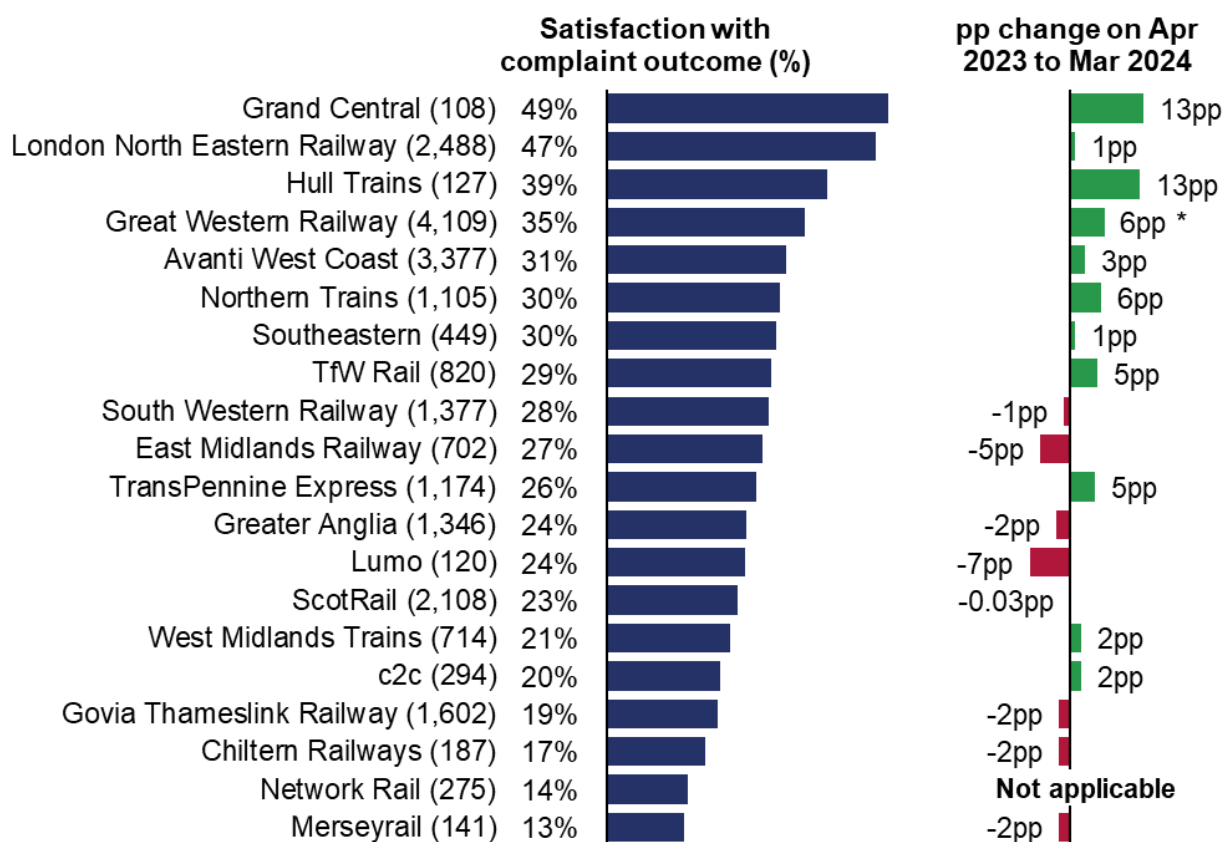
## 2. Passenger satisfaction with complaint outcome by operator

In the latest year, Grand Central (49%) had the highest level of satisfaction with complaint outcome. Merseyrail (13%) had the lowest satisfaction with complaint outcome.

Great Western Railway (up 6pp) was the only operator to record a statistically significant change compared with the previous year.

**Figure 2.1 Grand Central had the highest level of satisfaction with complaint outcome**

Passenger satisfaction with complaint outcome, by operator, Great Britain, April 2024 to March 2025 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 (Caledonian Sleeper). Where operators had 100 or fewer responses in the previous year (Network Rail), the comparison is shown as 'Not applicable'. CrossCountry and Heathrow Express are 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

## Revisions

Data presented in this factsheet is correct at the time of publication but may change due to subsequent revisions. There have been no revisions to previously published data. Details on previous revisions can be found in the [Revisions log](#).

## 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 2024 to March 2025 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 2024 to March 2025 survey

Question	Satisfied (%)	Margin of error (pp)
Q1) Outcome satisfaction	28.8%	+/- 0.6pp
Q2) Overall handling satisfaction	30.6%	+/- 0.6pp

### Statistical significance for year-on-year changes

A year-on-year change is statistically significant where the result ranges for the two years do not overlap. Where the ranges do overlap, the change may be the result of sampling errors rather than improvement or deterioration in complaints handling.

## 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, 7.1% of those who complained to participating operators took part in the survey (23,017 responses out of 323,110 complaints to the surveyed operators).

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

Financial year	Number of responses
1 April 2021 to 31 March 2022	45,147
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

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 2024 to March 2025**

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 8, Period 10, Period 12, and 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 1 to Period 4, Period 6 to Period 8, and Period 11
Hull Trains	Period 1 to Period 13
London North Eastern Railway	Period 1 to Period 13
Lumo	Period 1 to Period 13
Merseyrail	Period 1 to Period 6, Period 8 to Period 10, Period 12, and Period 13
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 13
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.

### **Transport Focus – National Rail Passenger Survey (NRPS):**

The [NRPS](#) provides a network-wide picture of passengers' satisfaction with rail travel. Before the pandemic, passenger opinions of train services were collected twice a year from a representative sample of journeys. The [latest wave of the survey](#) was published on 2 July 2020. Due to the pandemic and a significant drop in the numbers of people using public transport, NRPS was paused. A new rail customer experience survey is currently being developed and this is planned to go live in the second half of 2025.

Transport Focus runs a [Rail User Survey](#) asking passenger about their experiences of travelling by rail and how satisfied they were with their most recent train journey.

### **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](#).



© Crown copyright 2025

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit

[nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3)

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at [dataportal.orr.gov.uk](https://dataportal.orr.gov.uk)

Any enquiries regarding this publication should be sent to us at [orr.gov.uk/contact-us](https://orr.gov.uk/contact-us)

