

Complaints Handling Procedure Timeline



Before Transport Focus can begin your complaints appeal you must give your train company the opportunity to resolve it.

1

See our [advice](#) on how to get in contact with your train company.



If you are not happy with the outcome or feel it was not handled appropriately, then we may be able to help.

2

Go to our website to fill out our [complaints form](#) or call 0300 123 2350



If possible, to help us get the best outcome for you, it would be helpful if you could provide the following information:

3

1. a summary of the way your complaint was handled including copies of all letters/tickets/documentation involved
2. a summary of why you are not happy with the company's response or outcome of your complaint
3. the action you would like the company to take
4. any other relevant detail you may have.



With all that information we'll be able to decide whether we can take your complaint up with your train company.

4

We aim to let you know exactly what we're doing with your complaint within five working days.



Our senior advisors will work with the train company to get the best possible outcome on your behalf

5

If needed we may take the issue up with the senior management of the company.



There may be times of high demand for our service, or difficulties getting information.

6

We will keep you informed of any delays.



If we are unable to get your expected outcome, we will try to provide information on other organisations that can help you or give you updates on long-term projects we are doing to improve the issue you have raised.

7

See our [research](#) so far that has been used to make long-term improvements for passengers.



We aim to resolve your case within 35 working days.

8

Last year 76 per cent of passengers were satisfied with our service.