



Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when you travel by rail, contact us:

Passenger Focus, Freepost WA1521

Warrington WA4 6GP

Phone 08453 022 022

Textphone 0845 850 1354

Email info@passengerfocus.org.uk

Web www.passengerfocus.org.uk

Passenger Focus is the operating name of the Rail Passengers Council

Passengerfocus 
putting rail passengers first



What is Passenger Focus?

Passenger Focus is the independent national rail consumer watchdog. Our mission is to get the best deal for Britain's rail passengers.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of rail passengers and we work with the rail industry, other passenger groups and government to secure journey improvements.

Call us now on **08543 022 022**
Web www.passengerfocus.org.uk

What is Passenger Focus doing for me?

We're here to put the interests of rail passengers first. We do this by:

Campaigning for improvements

- we gather research and information, like the National Passenger Survey, where 50,000 rail passengers give us their views about their rail journeys, so we understand the issues that matter to you
- we work with government and the rail industry to ensure that the passenger voice is heard when making decisions about the future of the railways
- we focus on a number of key issues:
 - fares and tickets
 - quality and level of services
 - investment in the railway

Providing practical advice

- we provide passengers with advice on how to get the best from the national rail network, explain their rights and help them when things go wrong
- we work with other passenger groups to support them in their work

Resolving complaints

- if you make a complaint and you are unhappy with the response we can take up your complaint with the company involved