

Marcus Clements
Head of Consumer Policy
Directorate of Railway Markets & Economics



05 February 2019

Alan Penlington
Customer Experience Director
South Western Railway

Dear Alan

South Western Railway (SWR) - compensation

I refer to ORR's recent publication of train operators' performance in the payment of passenger claims for delay compensation.

As you will be aware, the National Rail Conditions of Travel¹ state that "claims will be considered without undue delay..." "Our target is to process all claims within one month of receipt". Our compliance monitoring data indicates that SWR has fallen markedly short of this target; only an average of 70.3% of compensation claims were closed in periods 1-7 2018/19. We note that an improvement in the subsequent two periods has not been sustained, and SWR's most recent data shows a considerable drop in performance.

Passengers rightly expect their claims for compensation to be handled in an efficient manner. Where compensation is due it should be paid promptly. It would be helpful to understand the arrangements you currently have in place to ensure that claims are handled appropriately and in a timely manner.

Therefore, I shall be grateful if you will explain the reasons for the shortfall in performance. Please also provide a detailed, clear and achievable plan for improvement to both meet and remain within the timescales set out in the NRCot for compensation.

Next steps

I shall be grateful if you will provide me with your response by **Wednesday 20 February 2019**. Please note that this letter and your reply will be published on our website.

Yours sincerely

A handwritten signature in black ink, appearing to be 'M. Clements', written over a light blue horizontal line.

Marcus Clements

¹ <http://www.nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf>

