

Friday 8 March 2019

Marcus Clements

Head of Consumer Policy
Office of Rail and Road
One Kemble Street
London WC2B 4AN

Dear Marcus,

Re: TransPennine Express (TPE) - Compensation

Thank you for your letter on Tuesday 5 February regarding TPE's delay claims handling times.

First, I would like to apologise that our response to your letter has taken longer than we would have liked – your letter prompted an immediate review involving internal stakeholders and supply partners, and we wanted to make sure this was carried out as robustly and thoroughly as possible before confirming our position with the ORR.

TPE shares the ORR's view that rail travellers expect their claim to be handled in an efficient manner and payments are made promptly to a customer when compensation is due, and this is something we take very seriously and work hard to achieve.

As you highlight, we are below the 95% of delay claims closed within 20 working days target on average between Periods 1 – 7 2018/19 and this is a situation that we are deeply concerned about and keen to resolve.

TPE recognises there is a need for us to expedite our end-to-end delay claims handling process and we are working hard to explore and deliver the required improvements so that customers who are eligible for compensation are paid as quickly as possible.

We were aware that several delay claims sent to us via email, letter or print DR form since Period 2 will have been caught up in the backlog that accumulated following our May timetable change. However, we recovered this position by Period 9 per the Recovery Plan that was provided to the ORR.

Following the investigations mentioned earlier, other areas for improvement have been identified involving our delay claims data reporting and financial processes. This has resulted in some immediate actions being implemented. For example, we have introduced a new process that sees us approve more payments per week for delay claims sent into us via our online delay repay form.

We are currently developing the required Recovery Plan and will provide this to you by Friday 22 March setting out clear actions as to how we will improve in this area. In addition, we have separately contacted you to arrange a meeting with the ORR to discuss in detail the challenges we have experienced and, more importantly, how we are making the required improvements as quickly as possible.

Thank you again for giving us the opportunity to clarify the matter.

Kind regards,

Adam Fairclough
Head of Customer Experience Change
TransPennine Express