



Martin Howard
Head of Customer Experience
Northern Railway

For the Attention of:

Marcus Clements
Head of Consumer policy
Directorate of Railway Markets & Economics
Office of Road and Rail Regulator.

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Monday 26th November 2018

Dear Marcus

Re: Compliance with Condition 6 Station Licence and GB Statement of National Regulatory Provisions: Passenger

I am writing in response to your letter dated 14th November, following our meeting in London in October.

In my previous letter of 8th October I advised that the measures we are taking would bring us back within the SLA (95% of complaints responded to within 20 working days) within 3 rail periods. At the subsequent meeting John Smith and I did suggest that we hoped that this may be achieved sooner.

I agree that the weekly reports that we have continued to send through have shown a slow movement back towards the SLA, but when we are still dealing with a significant, albeit reducing, quantity of complaints older than 20 working days it will naturally bring down that percentage. Throughout this we continue to receive a high number of new complaints.

The latest weekly report has shown an improvement to 79.2%, and I am pleased to advise that the report for week ending 30th November will show us back within SLA. This is ahead of the original forecast of 3 rail periods.

I believe this shows the measures we have taken to be effective. Our efforts will now be on continuous improvement.

I would be happy to provide any further information you may require.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Martin Howard'.

Martin Howard
Head of Customer Experience
Northern