

Marcus Clements

Head of Consumer Policy
Directorate of Railway Markets & Economics

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Paul Jackson
Head of Business Development
First Group

Dear Paul,

As you will be aware, we were concerned about Hull Trains' failure to comply with Condition 6 (Complaints Handling) regarding the requirement to make a full response to 95% of complaints within 20 working days. In our correspondence we asked Hull Trains to set out its plans to both meet and remain within the required timescales, and to provide weekly updates on performance until we were satisfied that these issues had been resolved.

In your responses you set out the measures Hull Trains is taking to meet its regulatory requirements. Our complaints monitoring indicates that Hull Trains has now met and remains within the complaint handling requirement for the last three consecutive periods. As a result, we are content to discontinue with the weekly reporting and return to the standard monthly monitoring arrangement.

We are keen to continue the constructive dialogue we have developed with you in the course of this process. Therefore it would be helpful if you could proactively alert us to any further problems of this nature which may arise in future. As with previous correspondence, we may publish this letter on our website.

Yours sincerely



Marcus Clements