

Stephanie Tobyn
Deputy Director, Consumers



28 March 2018

To all train company MDs

National Rail Conditions of Travel and the Consumer Rights Act 2015

I am writing to seek information on the actions you have taken to give effect to the changes to the National Rail Conditions of Travel (NRCoT), published on 11 March, in respect of redress for delays.

As I have said in previous letters, these changes are a welcome step. However, it is important that they are backed-up in practice.

This means ensuring that the information you provide to passengers about their rights is clear, accurate and easily accessible and does not mislead them or discouraged them from claiming when they have a legitimate right to do so.

For example, helping passengers by referencing the Consumer Rights Act 2015 in information about redress for delays and considering claims on their merits and avoiding the use of blanket statements about not paying for consequential loss, the difficulty of making a claim, or that it is unlikely that a claim will be successful.

I would therefore be grateful if you could explain what steps you have taken to ensure that the information you provide to your passengers, and the way in which you deal with claims, reflects the revisions to the NRCoT.

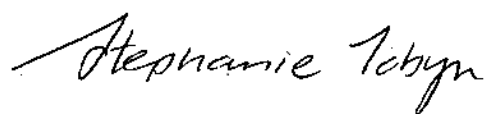
This might include, for example, having reviewed and made changes to information (including that provided by way of printed material, websites, call centres, correspondence, social media, etc.) as well as your claims handling and staff training policies and practices.

Where you have made such changes, it would be helpful if you could provide a description of these, along with any relevant supporting material, such as links to relevant information or copies of documents. If you have decided that no changes are required, it would also be helpful to have confirmation of this and an explanation of the reasoning.

We will consider our next steps on a case-by-case basis, in light of each response.

I would welcome your **response by 20 April 2018.**

Yours sincerely

A handwritten signature in black ink that reads "Stephanie Tobyn". The signature is written in a cursive style with a large initial 'S' and a long, sweeping underline.

Stephanie Tobyn

I am copying this letter to:

Simon Feast, DfT
Andy Wakeford, RDG