| **Office of Rail and Road****Competition Act 1998 passenger complaint form** |
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| Please ensure you have read our [guide to Complaints about rail fares and car‑park charges: the role of competition law](https://www.orr.gov.uk/station-car-park-charges) before making a complaint about rail fares and station car-park charges. |
| **1** | **Your name****Contact details** | Please include your full name, email and/or postal address and telephone number in case we need to contact you about this complaint. Please state whether you would like your identity kept confidential. |
| **2** | **Company or companies you are complaining about** | Please give the name of the company or companies whose conduct you are complaining about. Please also include the name and contact details of any particular individuals with whom you have been dealing.  |
| **3** | **Summary of complaint** | Please set out what has occurred, how it affects you and your view on how it is likely to affect others. Please tell us whether the problem involves just one company that you think holds a powerful position or if it involves several companies that you think are acting together. Please say why you think the law has been broken such as do you think your fare or car-park charge is illegally high or do you suspect that a train company is illegally undercutting competitors.At paragraphs 7 to 13 of the [guide to Complaints about rail fares and car‑park charges: the role of competition law](https://www.orr.gov.uk/sites/default/files/om/comp-cmplnts_rlfrs_cpk_chrgs.pdf) we set out why prices are unlikely to be breaking the law where the rail services are part of a franchise. If you are complaining about a rail fare or a station car-park charge of a train company that has a franchise, please explain how circumstances have changed from the time that company won the franchise and why the change could not have been predicted at the time the franchise was won.  |
| **4** | **Details of rail journey [includes car parks]** | If you are complaining about a fare or a car-park charge, please tell us: Fares* where you started and finished your rail journey;
* the time, day and date of your rail journey (both legs if it was a return journey);
* if possible, please supply copies of your ticket(s);
* the type and price of your ticket (for example, Advance, Off‑peak, Anytime, Single or Return, Season);
* the class of travel – standard or first;
* the purpose of your journey (business, leisure, commuting);
* which company sold you your ticket; and
* where you bought it (ticket office, self-service ticket machine, Internet, telephone sales).

Station car-park charges* the name of the station car-park you use;
* how much you pay for parking;
* whether you pay for your space each day, each week, each month or each year;
* the time of day you park and how long for;
* which company runs the car-park you use; and
* the purpose of your rail journey (business, leisure, commuting).

If you are complaining about a price rise, please give details of when the price changed and the price before and after the change. |
| **5** | **Alternative journey options [includes car parks]** | To help us understand the choices that are available to you please tell us: * whether you have alternatives to the rail journey you are making – either by making a different rail journey or by using other types of transport. If so, what are the shortcomings of those alternatives when compared to rail? and
* whether a small price change would affect your decision to travel by rail (around 5 to 10%).

If your complaint is about station car-park charges, please also tell us:* what other means people could use to get to the station;
* whether there is alternative parking nearby (within about 1km of the station). Please name those alternative car parks; and
* whether people could drive to other stations with cheaper car parks in about 15 minutes. Please name those alternative stations.
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| **6** | **Copies of correspondence** | Please supply copies of all related correspondence that you have had with the company or companies concerned, Passenger Focus and/or London TravelWatch and the Department for Transport/other franchising authorities  |
| **7** | **Other supporting evidence**  | Please supply copies of, or web links to, any other relevant publications or notices of the company or companies you are complaining about, for example, leaflets describing/explaining price changes. |
| Email your completed form and copies of any supporting evidence to: competition@orr.gov.uk Or post it with any supporting evidence to: Competition TeamOffice of Rail and Road25 Cabot SquareLondonE14 4QZWe will let you know how we propose to deal with your complaint within 20 days of receiving it. If we decide to take a closer look at your complaint we will keep you informed of progress.  |