

LNER

LONDON NORTH EASTERN RAILWAY

Making Rail Accessible

Helping our older and
disabled customers

March 2020



This booklet is available in other formats

If you would prefer a large print version or an electronic copy, call 03457 225 333 or visit LNER.co.uk/AssistedTravel

Contents

Introduction	3
Passenger Assist	4
Assistance: what is available and how to get it	4
For immediate travel	4
Ways to book assistance for your journey	6
When travel is being arranged in advance	6
The levels of assistance we are able to provide	7
Sunflower Lanyards	9
What to expect: our commitment to passengers at every stage of the journey	10
Before you travel	10
Buying your ticket	10
Discounts and railcards	11
Wheelchairs and mobility scooters	14
Help at the station	15
Help on the train	18
If things do not go as planned	20
Where to get more information and how to get in touch	25
Step-free station map	27

1

Introduction

Welcome to London North Eastern Railway (LNER). We are a long distance, high speed train company running trains between London, Leeds and West Yorkshire, York, Newcastle and Scotland.

This leaflet is to explain what assistance is available to customers who want to travel with LNER, using our trains and stations.

The following pages contain information on:

- How you can book Passenger Assist
- What assistance we can provide - and what we cannot
- Where you can get more information if you can't find it here

It is important to us that all of our customers can have an enjoyable experience throughout their journey that is also safe and comfortable - and it is our goal that everyone feels confident to travel with LNER.

If you do not travel by train often and you have a disability, have reduced mobility, or feel you may need some extra support during your time with us, we expect you have some questions about what we can offer you. As such, this leaflet has been made to help answer those questions - and at the end of this leaflet, information on where you can find out more is included.

We commit to ensuring that all customers who require assistance can make full use of our rail network as far as possible and we intend to do this by making it as straightforward as we can to use our stations and trains, make our infrastructure accessible and provide the support you need, as and when you need it.

This leaflet reflects our Accessible Travel Policy - you can find the full copy of this with our policy and procedures included on our website at [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel) or by calling us on 03457 225 333 and we will send you a copy. You can also request a copy of this leaflet and/or our Accessible Travel Policy in a format that is accessible to you.

Please note that calls to telephone numbers given in this leaflet may incur a charge. For more information, please refer to your phone service provider.

Passenger Assist

We are part of Passenger Assist – a national system that all train companies support which allows us to make necessary arrangements to assist our customers with disabilities (or restricted mobility) as best we can.

We are committed to this system and we have a dedicated team who will help you book assistance – you can give them a call on 03457 225 225 (option 3) or text relay on 18001 03457 225 225. They can also redirect you to the team at National Rail who can help you purchase a ticket over the phone.

You can also book assistance from travel centres at any station LNER manage, as well as London King's Cross and Edinburgh Waverley.

2

Assistance: what is available and how to get it

For immediate travel

Planning in advance isn't always possible so do not worry – you can turn up at any station that is accessible to you and request assistance onto a train from a member of our staff. If the station does not have staff (which means it will be managed by another train company as all LNER stations are staffed) you will still be able to board LNER services. All LNER trains have onboard train managers who will look out for people needing assistance at stations. Stations that are not staffed may offer help points to speak directly to the operator who manage the station. To find out whether this is the case, please check the station on the National Rail Enquiries pages at nationalrail.co.uk/Stations. Please also check the level of step-free access as some of these stations have no access to some or all platforms.

We will do everything we can to make sure that you can be assisted as your needs require to the journey you wish to take (or provide alternative accessible transport at no extra cost if reasonably practicable when a train service is not an option), though please do be aware that it may take longer to make arrangements if you have not booked in advance.

The stations managed by LNER are Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham and Peterborough. Staff will be available to help you at all of our stations at all times trains are operating.



When travel is being arranged in advance

If you're planning your journey in advance, you can book assistance through LNER (as well as any other train company) for both direct journeys as well as those involving multiple connections and train operators on the National Rail Network. We will be happy to help you arrange this journey.

To guarantee assistance you will need to book 24 hours in advance of the start of your journey. We will be improving this period from 1 April 2020 to be able to book assistance up until 10pm the night before the day you travel.

Whilst all LNER stations are staffed, our trains stop at some stations which are either part-staffed or managed by other train operators and may be unstaffed. When booking assistance to or from these locations we will do everything we can to ensure you get the help and assistance you need. If that station is not accessible to you we will provide you with alternative accessible transport, such as a taxi, to the nearest or most convenient accessible station – this will be at no extra cost to you.

If you are unable to book assistance in advance, just let us know when you arrive at one of our stations. We will always help you get to your destination but please arrive with as much notice as possible (we ask for 20 minutes minimum) so we can arrange for someone to help you. If we are unable to help you onto the train you want at short notice, we will get you onto the following train.

Ways to book assistance for your journey

- **Call:** 03457 225 225 (option 3)
- **Text Relay:** 18001 03457 225 225
- **Online:** [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)
- **In person:** You can book assistance at any LNER Travel Centre – these are at all LNER managed stations, and at London King's Cross and Edinburgh Waverley

The levels of assistance we are able to provide

There are a number of ways we may be able to help you when you are travelling with us – some of which are:

- Help with planning your journey
- Assistance with getting on and off the train – for example if you require guiding due to a visual impairment or if you are a wheelchair user and require a ramp
- Help with luggage
- Getting through the station, to your platform and boarding the train
- Boarding the train if you are a wheelchair user, scooter user or have a different mobility aid – likely involving the use of a ramp
- Making a seat reservation or reserving a dedicated wheelchair space (please make sure to do this in advance to guarantee a reservation as our trains can be very busy)
- Making a reservation for a train operated by another company (please note not all train companies offer reservations)
- Assistance to and from connecting services and onward transport within the station area
- Buying tickets
- Checking the accessibility and facilities available on the train and at the station

We have made sure that our staff are trained to help all of our customers and provide the best possible assistance – that includes customers with both visible and hidden disabilities.

Please be aware that while we will do all that we can to assist you throughout your journey, we will not be able to accompany you throughout your journey – though we do have staff onboard all LNER trains who you can ask if you need any assistance. We are unable to provide personal care such as help with eating, taking medication or using the toilet and please ask that if you need this support when travelling, you should travel with a companion.



Sunflower Lanyards

LNER were the first train operator to introduce the Sunflower Lanyard initiative. You can get a Sunflower Lanyard from us, free of charge, if you have a hidden disability. By wearing a Sunflower Lanyard, you are telling our staff (discretely) that you have a hidden disability and may need some extra help.

Our staff will not know what your disability is, how it impacts you or what help you need, but our staff have been trained to spot anyone wearing one and approach them if they need help.

You can get a Sunflower Lanyard by:

- Visiting any LNER staffed station and asking a member of staff at the Customer Information Point or Travel Centre
- Emailing customers@LNER.co.uk with your postal address and we will send you one in the post
- Call us on 03457 225 333 and we will send you one in the post

For more information, visit the Assisted Travel page on our website or speak to a member of our staff.

3

What to expect: our commitment to passengers at every stage of the journey

Before you travel

We will provide you with the information you'll need to plan ahead, as well as understand the accessibility of your journey. Information about planning your journey and tickets can be obtained through the following options:

- **By phone:** Call us on 03457 225 333
- **At a travel centre:** visit one of our staffed travel centres. You can find these at Edinburgh Waverley, Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham, Peterborough and London King's Cross
- **Online:** You can find journey information and purchase tickets on our website at [LNER.co.uk](https://www.lner.co.uk)

If you need help planning your journey or any other advice then please have a look at our website. If you cannot find what you are looking for, give our customers solutions team a call on 03457 225 333 who will be happy to help.

Buying your ticket

Our team will be happy to help you purchase a ticket. We will be able to book your assistance when you come into a travel centre at the same time as buying your ticket. You can also book assistance when buying tickets online. Our assisted travel team can redirect you when booking assistance for you to book your tickets over the phone.

We have ticket gates at some stations which means you will often need a ticket to get onto the station platform. On LNER services you should always buy a ticket before you board the train unless you are unable to purchase at the station because accessible ticket buying facilities are not available. The ways you can buy a ticket are:

- **By phone:** Call us on 03457 225 333
- **At a travel centre:** visit one of our staffed travel centres. You can find these at Edinburgh Waverley, Berwick-upon-Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford, Newark North Gate, Grantham, Peterborough and London King's Cross

- **Online:** You can purchase tickets on our website at LNER.co.uk
- **Using a Ticket Vending Machine:** You can find Ticket Vending Machines at our stations and Travel Centres. You can buy a ticket here using a debit or credit card and often cash. You can also collect tickets you've bought online. If you need help using these machines, speak to one of our station team.

If you are not able to buy in advance due to the inaccessibility of facilities at the station you are boarding from, you will still be able to buy a ticket on one of our trains. You will also be entitled to fare reductions that you could have received when purchasing a ticket at a station (such as a Disabled Persons Railcard discount).

Discounts and railcards

We participate in a number of national schemes offering discounted fares as follows:

If you are visually impaired

Visually impaired customers travelling with a companion who do not have a railcard are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

These concessions do not apply if you are travelling alone and do not have a railcard.

To get these discounts you will need a document confirming your disability issued by a recognised body such as social services, local authority, guide dog ownership certificate, RNIB or Blind Veterans UK.

These discounts are only available from staff at our travel centres or onboard and cannot be purchased online or from Ticket Vending Machines.

If you are a wheelchair user and remain in your wheelchair for a rail journey

If you remain in your wheelchair throughout the journey and do not have a railcard, you are entitled to the following discounts on Anytime/Day tickets:

First Class or Standard Anytime Single or Return	34% off
First Class or Standard Anytime Day Single	34% off
First Class or Standard Anytime Day Return	50% off

The same discount will apply to one companion travelling with you.

Disabled Persons Railcard

If you have a disability you may be eligible for a Disabled Persons Railcard. There are two types of this railcard - a one-year and a three-year. You are entitled for a discount of up to a third on most rail tickets. As well as that, one adult travelling with you can get the same discount. You can find details about this railcard and how to get one at:

- **Website:** disabledpersons-railcard.co.uk
- **Email:** disability@raildeliverygroup.com
- **Call:** 0345 605 0525
- **Minicom/Textphone:** 0345 601 0132 (for people who are hard of hearing)

Senior Railcard

If you are aged 60 or over you are eligible for a Senior Railcard. There are two types of this railcard - a one-year and a three-year railcard. You are entitled for a discount of up to a third on most rail tickets. You can find details about this railcard and how to get one at:

- **Website:** senior-railcard.co.uk
- **Email:** railcardhelp@railcards-online.co.uk
- **Call:** 0345 300 0250
- **At stations:** You can use your birth certificate as proof of age.

Other railcards are available that may be more suitable to you. You can visit railcard.co.uk for further information.

Please be aware that Freedom Passes and the associated discount to London Boundary Zone 6 are not valid on LNER services.



Wheelchairs and mobility scooters

We provide wheelchair spaces on all our trains for wheelchair users. You are welcome to use these spaces if your wheelchair fits within the following dimensions:

Width	700mm
Length	1200mm

If your wheelchair does not fit within these dimensions, then unfortunately you will not be able to travel on our trains.

Our trains have different number of wheelchair spaces depending on the type of train. We currently operate Electric trains and Azuma trains.

The space provision is as follows:

Train type	Standard wheelchair spaces	First Class wheelchair spaces
Electric	2	1
Azuma 5 coach	N/A	2
Azuma 9 coach	2	2
Azuma 10 coach	N/A	4

On our Azuma 5 and 10 coach trains, there are no wheelchair spaces in Standard. Any customer travelling on these services with a Standard ticket will be upgraded to First Class at no extra cost.

Customers using mobility scooters do not require a permit to travel on LNER trains. Our restrictions for mobility scooters are the same as those for wheelchairs in terms of dimensions. You may travel on your scooter by travelling in the wheelchair space on our trains but this is the only place scooters can go on our trains and must not be stored in vestibules or obstructing aisles as these are emergency exit routes.

If your scooter is not within those measurements but will fold you are able to store this item as luggage. Please speak to station staff about arranging this upon arrival at the station.

Be aware that other train operators may require a permit to use a scooter on their trains. Please ensure you check with all operators whose trains you are using, through their website and/or Accessible Travel Policy, what their policy is on mobility scooters before travelling. The above policy is only applicable to trains operated by LNER.

Help at the station

Station facilities

We are responsible for 11 stations on the rail network and we will continuously improve the facilities available at those stations. This includes, but is not limited to, lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting room and shelters, and accessible seating. You can find information about these facilities and what is available at our stations on our website as well as (for our stations and for those of other train operators) at the National Rail Enquiries website: nationalrail.co.uk/Stations.

We work with other train operators to ensure that facilities and also maintained and improved at other stations we stop at that we do not manage.

At a staffed station

When you arrive at a station, if you need assistance, please make yourself known to station staff. At an LNER station, staff will be available at the Information Point or in the Travel Centre. The meeting point for Passenger Assist at all LNER stations is the Customer Information Point, or the Travel Centre at smaller stations.

You can find the location of the meeting points at stations (including at LNER stations whether this is Customer Information Point or Travel Centre) on our website at LNER.co.uk/Stations or from the National Rail Enquiries website at nationalrail.co.uk/Stations.

We recommend you arrive at the station at least 20 minutes prior to the departure of your train (some stations may advise more than this – you will be told when booking assistance). If you arrive by car or taxi, we can help you from the station car park drop-off area or a blue badge parking space. We can't help if you are outside the station.

We can also carry luggage onto the train – maximum two items up to 23kg each. Please try where possible to book this in advance through our Passenger Assist team. You can also bring a small item with you free of charge if you are able to carry it independently.

When the train arrives, we will make sure you are boarded with any luggage that you may have. We will help you to a seat or to a wheelchair space as required. All staffed stations have portable ramps and, where this is not one, we keep ramps onboard our trains. We will deploy these for you if you need step-free boarding. If you think the ramp would make boarding easier for you, let the team know when booking assistance (or let a member of station staff know on the day as early as possible).



At stations without any staff

While all LNER stations are staffed, some stations we call at may either be unstaffed or only staffed when the ticket office is open. When using a station where there are no staff available, our Train Manager will provide assistance to you getting on and off the train. The train manager will generally be located towards the back of the train and will be checking the platform while the train is stopped.

Please note, a Train Manager cannot assist you in getting to or from the car park or other assistance on the station because of the limited time that trains stop at stations.

Getting off the train

When you get to your stop, we will make sure you can get off the train. Where appropriate, we will make sure a member of our team is there to help you to the next part of your journey.

Inaccessible stations

All LNER stations are accessible however some of the smaller stations we call at that other train companies manage are not. In these circumstances, we will provide alternative transport (such as a taxi) – at no extra cost to you – to take you to the nearest accessible station if, for example, you are a wheelchair user and are unable to access the station due to no step-free access.

You can find information on the level of step-free access at stations on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations) or from the National Rail Enquiries website at nationalrail.co.uk/Stations.

Ticket gates

Some stations on our network have ticket gates which will need to be opened with a ticket. These gatelines will always have a member of staff present when in operation who you can speak to if you require assistance getting through the gates. When no staff are available to operate the ticket gates at any station, we will lock the gates in the open position so that customers can pass through.

All of our ticket gatelines have at least one wider accessible gate for wheelchair users and customers using other mobility aids.

Help on the train

Our staff will take everyone's individual requirements into account and do what they can to provide assistance that best suits your needs. Please ask any member of our onboard team if you need assistance and they will do all that they can to help.

Seat reservations

We offer seat reservations on all of our trains and we encourage customers to book seats in advance to guarantee getting a seat on a train.

Every coach on all of our trains has priority seats for people with reduced mobility, who are pregnant or less able to stand. These seats are identified by signage above them on our trains, and have additional legroom to make them easier to use.

We also have reservable wheelchair spaces on all of our trains. You can reserve a wheelchair space by getting in touch with our Passenger Assist team on 03457 225 225 (option 3) or text relay on 18001 03457 225 225.

All wheelchair spaces in Standard are accompanied by two companion seats. These seats can only be reserved in the same way as the wheelchair space to ensure they are available for your companion(s). In First Class wheelchair spaces have either one or two companion seats depending on the space - this is because of the seating layout of the train.

Our Passenger Assist team will do what they can to ensure you are sat with your companion(s). These seats are non-reservable except through Passenger Assist and treated as priority seats, so we will ask someone who hasn't booked assistance to give up these seats if needed for someone who has.

As our 5 coach and 10 coach Azuma trains only have wheelchair spaces in First Class, any wheelchair user travelling on one of these services will automatically be upgraded to First Class and entitled to the full complimentary offer. You will also be able to take one companion with you.

Our booking team or station team will use their discretion if you are travelling with more than one companion to ensure that you are not split up however this will be determined based on your individual circumstances. Companions will also be entitled to the full offer.

We will ensure that priority space of the wheelchair space is enforced at all times. Should you need one of these spaces, our onboard or station staff will make sure the space is clear for you to use when you board.

The majority of our trains also have call for aid devices in the wheelchair spaces as well as in the accessible toilet. You can press this if you need staff assistance and are unable to get their attention. The only wheelchair spaces that do not have these are in First Class on our older electric trains. Where this is the case, there will be a frequent at-seat service so it will be easy to get the attention of staff.

Audio and visual information

To help you know where you are along your journey and what is going on throughout, all of our trains will have both audio and visual announcements.

Our entire fleet of trains have automatic information screens that will display information about the calling pattern of the train, safety information and information in the event of disruption. Our Azuma trains have automatic audio announcements that replicate this visual information. While our older electric trains do not have automatic pre-recorded automatic announcements, the train manager will use the Public Address (PA) system to make manual announcements.

If the information is unclear or you think you missed something important, ask a member of our onboard crew.

Train facilities

You can find out information about the different facilities available on our trains on our website, including the availability of priority seating, number of wheelchair spaces, and accessible toilets by train type at [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)

Assistance on arrival

When you get to your destination, staff will help you to get off the train as soon as possible. If the staff cannot get to you as the train arrives, they will help you off the train in any event within five minutes of the train's arrival time.

If things do not go as planned

Delays and disruption

Sometimes things outside of our control mean that there may be disruption to your journey. If this does happen, we will assist you to make sure the experience is as stress-free as possible, as well as provide compensation should booked assistance not be successful. We will do everything we can to ensure you are able to continue your journey and that you are not left stranded.

We will make sure to keep you up to date through our website, social media and announcements (both on the train and at the station).

If the disruption means that your original assistance is no longer possible for whatever reason, we will do what we can to get in touch with you before you arrive so that we can help you re-plan your journey and re-arrange that assistance. If necessary, we will arrange alternative accessible transport for you should you no longer be able to travel by rail – this will be at no extra cost to you.

Our staff, both on the station and on the train, will help you as required and have been trained to assist all of our customers. They will communicate disruption either over public address systems or in person. Many of our staff also have smart devices so can help you re-plan your journey and check the accessibility of that journey if the route is different from the one you had originally planned to take.

Emergencies

In the event of an emergency, station and/or train staff will safely carry out any evacuation as needed. Staff will keep you informed and advise of what will be happening throughout the process. All our trains and stations have evacuation plans that take into account the needs of disabled passengers and our staff and emergency services are aware of these.



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Redress and compensation

We will make every effort to ensure your experience using Passenger Assist is positive. If something goes wrong and assistance is not delivered, we will provide you with compensation for your journey. When your assistance was booked for travel on one of our trains, we will offer you a full refund for the cost of the journey. If you were travelling on another train company's service, please contact that company who will arrange for appropriate redress.

To make a claim for redress, please contact our Customer Solutions Team through the contact details set out at the end of this document. You can get in touch with us by email, phone or your other preferred contact method. Please do let us know as soon as possible if something has gone wrong so that we can quickly investigate and understand what went wrong.

We are happy to assist you with your claim as much as we can. We will coordinate the response to your complaint if there are multiple train companies involved and provide you with a full explanation including why it happened and what mitigating actions we intend to take as a result.

We will always comply with the Consumer Rights Act 2015 and in line with National Rail Conditions of Travel, we will consider all additional compensation claims for any losses or extra cost caused by a service failure. An example may be the cost of a new plane ticket if you miss a flight. This does not affect your legal right to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example from both our complaints process and the Consumer Rights Act 2015).

Your feedback is invaluable in helping us to improve our services in the future here at LNER. If you're not happy in any way, we'll take your comments or complaints very seriously and do everything we can to make things right. We aim to resolve all complaints to your satisfaction, quickly and effectively, without the need for involvement for third parties.

If you are not happy with the response you have received from us, you can appeal to the Rail Ombudsman.

You can appeal to the Rail Ombudsman if:

- you are unhappy with our final response to your complaint which will be contained in a letter or email (this is sometimes known or called a 'deadlock letter');
- or
- we have not resolved your complaint within 40 working days of receiving it;
- and
- no more than 12 months have passed since we sent you a final response

If you wish to find out more about the Rail Ombudsman, please see details below.

- **Website:** railombudsman.org
- **Call:** 0330 094 0362
- **Textphone:** 0330 094 0363
- **Email:** info@railombudsman.org
- **Twitter:** [@RailOmbudsman](https://twitter.com/RailOmbudsman)
- **Post:** FREEPOST - RAIL OMBUDSMAN

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that is the case, they will contact you to let you know.



4

Where to get more information and how to get in touch

Large Print or Easy Read versions of this leaflet

Get in touch with our team at 03457 225 333 and they will arrange for it to be sent to you within seven working days.

Our Accessible Travel Policy

This document sets out in more detail our commitments and standards of service provision, as well as relevant policies and practices, with regards to disabled people using the rail network. It is available both online at [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel) and in Large Print and Easy Read formats by calling our team on 03457 225 333.

Stations and trains accessibility information

Trains information is available on our website and to download from [LNER.co.uk/AssistedTravel](https://www.lner.co.uk/AssistedTravel)

Our stations information is available on our website at [LNER.co.uk/Stations](https://www.lner.co.uk/Stations) and on the National Rail Enquiries website at nationalrail.co.uk/Stations

Day of travel queries or issues:

- **Call:** 03457 225 333
(Open Monday to Sunday from 07.00 to 22.00)

Passenger Assist service contact details

- **Call:** 03457 225 225
(Open Monday to Sunday from 07.00 to 22.00)
- **Text Relay number:** 18001 03457 225 225
(Open Monday to Sunday from 07.00 to 22.00)

How to contact us via social media

- **Twitter:** [@LNER](https://twitter.com/LNER)
- **Facebook:** [LNERRailway](https://www.facebook.com/LNERRailway)

How to get involved and help us to improve our accessibility and inclusivity

Send us an email at customers@LNER.co.uk and tell us how you would like to be involved.

How to provide feedback or make a complaint

In the first instance, call our team on 03457 225 333, email customers@LNER.co.uk or contact us by post at

London North Eastern Railway
FREEPOST RTUH-TUGH-GCLZ
Cramlington
NE23 1WG

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If you are not happy with the response you have received from us, you can appeal to the Rail Ombudsman.

You can appeal to the Rail Ombudsman if:

- you are unhappy with our final response to your complaint which will be contained in a letter or email (this is sometimes known or called a 'deadlock letter');
- or
- we have not resolved your complaint within 40 working days of receiving it;
- and
- no more than 12 months have passed since we sent you a final response

If you wish to find out more about the Rail Ombudsman, please see details below.

- **Website:** railombudsman.org
- **Call:** 0330 094 0362
- **Textphone:** 0330 094 0363
- **Email:** info@railombudsman.org
- **Twitter:** [@RailOmbudsman](https://twitter.com/RailOmbudsman)
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5

Step-free station map



