

Caring for neighbours and passengers



Our work request and complaints procedure

Working for you

Introduction

Network Rail runs and looks after Britain's railway. We don't operate trains, but we do make sure they can run safely and reliably through our work to maintain and improve the railway infrastructure.

This work isn't only about engineering. It also includes lineside maintenance, such as repairing fencing and managing trees and other vegetation that could affect train services.

As Britain's largest neighbour we care about those who live alongside our tracks and infrastructure. We know that our work can cause some disruption and noise and do our best to limit this. But the nature and scale of our work means that disruption will sometimes be inevitable.

This leaflet explains what to do if you want to report a problem, and how we will investigate and respond to your concern.

How we deal with complaints

What we do when you contact us



Your unique reference number ?

When you first contact us about a query or complaint, we log this on our customer portal and give you a unique reference number. If you need to contact us again, quoting this number will help us deal with your query more quickly and you can also use it to track your query or complaint online at www.networkrail.co.uk/contactus.

Dealing with your query or complaint locally

Network Rail has regional community relations teams throughout the country. If our helpline cannot resolve your query or complaint immediately, we'll pass it to the team that works in your area, who may ask for additional details from you to help us investigate. We will then liaise with operational staff to address the issue.

If after looking into a problem we are unable to or decide not to carry out work or take further action, we'll explain the reasons for our decision to you.

Who to contact about other problems

Here's who to contact if you have a query or complaint about other aspects of the railway:

If your complaint/query relates to:	You should contact:
Train services (passenger and freight) and rolling stock	The train or freight operator. If you're not sure of the name of the operator, look for their logo on the sides of carriages and locomotives. You can also find out its name at the National Rail Enquiries website: www.nationalrail.co.uk
Stations (apart from those listed on the back of this leaflet)	The train operating company that manages the station. You can find out its name and contact details at the National Rail Enquiries website: www.nationalrail.co.uk/stations
Timetabling, tickets and fares	The train operator or National Rail

If you contact us about an issue which falls outside our responsibility we will assume that you are happy for us to refer your query and contact details to the relevant company and let you know.

Get in touch

How to contact us



In one of our stations

Speak to a member of staff, who will attempt to resolve your query there and then.

Phone

Our 24/7 National Helpline: **03457 11 41 41**

Post

Contact and Communities, Network Rail, One Eversholt Street, London, NW1 2DN

Online portal & live chat

Use the online contact form on our website: www.networkrail.co.uk/contactus or message us on Twitter: @networkrail

Your rights

Details of our privacy notice can be found on our website at www.networkrail.co.uk/privacy or you can request a copy by contacting our helpline. Our privacy notice explains how we will store and use your personal data in accordance with the Data Protection Act 2018 and General Data Protection Guidelines (GDPR). The GDPR provides you certain rights with respect to your personal information. Details of how to exercise these rights can be found on our website: www.networkrail.co.uk/who-we-are/transparency-and-ethics/data-protection/

The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 give you the right to ask for information that we hold. We will always seek to comply with such requests, unless there are specific reasons that we cannot (for example, if the information is commercially sensitive or if disclosure would endanger health and safety of individuals).

A request for information must be made in writing. Requests can be sent by email to foi@networkrail.co.uk or by writing to Network Rail, Freedom of Information (FOI), 1st Floor Willen, Area C, The Quadrant, Elder Gate, Milton Keynes, MK9 1NE.

Please note that the FOI procedure is not intended to deal with standard work requests or complaints.

The Information Commissioner

If you are unhappy with the way we have managed your request for information or the way we have limited the use or re-use of information, you can contact the Information Commissioner.

Telephone: 0303 123 1113 (local rate) or 01625 545745 if you prefer to use a national rate number.

Write to: Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire, SK9 5AF

Online: www.ico.org.uk

Our 20 managed stations



1 Glasgow **2** Edinburgh Waverley **3** Leeds
4 Manchester Piccadilly **5** Liverpool Lime St **6** Birmingham New St
7 London Bridge **8** London Cannon Street **9** London Charing Cross
10 London Euston **11** London King's Cross
12 London Liverpool Street **13** London Paddington
14 London St Pancras **15** London Victoria **16** London Waterloo
17 Clapham Junction **18** Reading
19 Bristol Temple Meads **20** Guildford

To report a problem with any other station, you should contact the train operating company that manages the station. You can find the company's name and contact details at the National Rail Enquiries website

www.nationalrail.co.uk/stations

When to report a problem to Network Rail



Contact us if you want to report a problem about:

- Work on the railway infrastructure, including track maintenance, work to electrify lines, and for most major projects on the railway.
- How we maintain our land alongside the track.
- One of the 20 major stations that we manage (their names are listed on the back of this leaflet).

Photos of lineside problems

If you're contacting us about trees and vegetation, graffiti or damaged fencing along the railway line, it's a great help if you can email us a few photographs that show the problem. Our helpline staff will give you the email address to use. If you send us your query using our online form or via our live chat service, you can attach photographs or PDF documents before submitting the form.

Timescales

If you report a problem that could be a safety threat to you or others, we will prioritise this and respond as quickly as possible.

For complaints or queries that don't present a safety threat, we aim to respond within 20 working days.

For maintenance work requests we will assess the issue and respond as soon as possible. However, safety has to be our number one priority. This means that if an urgent safety issue occurs, we may need to reschedule work on problems that don't present a safety threat.

If your problem is about how long it has taken us to resolve a maintenance issue, we will investigate this and provide a revised timescale where this is possible.

If you are not happy with our first response

If you are not satisfied with our initial response, please let us know as soon as possible.

We will then refer your complaint to a senior manager – usually the local community relations manager. The senior manager will review your complaint and response, and contact you.

If you are still not satisfied after receiving the senior manager's response, you can ask for one of our regional or national directors to consider your complaint.

If you are unhappy with the director's response, they will suggest that you contact the Office of Rail and Road, the railway industry regulator. Alternatively, if the reason for your complaint took place at one of our managed stations you will be referred to the Rail Ombudsman.

You can contact the Office of Rail and Road through its website: www.orr.gov.uk, or by telephoning 0207 282 2018.

You can contact the Rail Ombudsman through its website: www.railombudsman.org, or by emailing info@railombudsman.org or telephoning 0330 094 0362.

For passenger complaints you can also contact Transport Focus: www.transportfocus.org.uk or London TravelWatch: www.londontravelwatch.org.uk for journeys that have taken place wholly in London.