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.

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
### Reporting problems

#### 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 electricity 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).

**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 prioritise this and respond as soon as possible.
- For complaints or queries that don’t present a safety threat, we will prioritise this and respond as quickly as possible.

#### 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.

#### Photos of lineside problems

**Our stations**

- Glasgow
- Edinburgh Waverley
- Leeds
- Manchester Piccadilly
- Liverpool Lime St
- Birmingham New St
- London Bridge
- London Cannon Street
- London Charing Cross
- London Euston
- London King’s Cross
- London Liverpool Street
- London Paddington
- London St Pancras
- London Victoria
- London Waterlooe
- Stratford Junction
- Telford
- Bristol Temple Meads
- Guildford

**Our 20 managed stations**


#### Our 20 managed stations

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<td>Manchester Piccadilly</td>
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<td>Liverpool Lime St</td>
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<td>20</td>
<td>Guildford</td>
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**Taking matters further**

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.uk 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.