

Our Passenger's Charter

Valid from 1 July 2021

greateranglia



GREAT TO **HAVE YOU** ON BOARD

We want you to make the most of our services, which feature new ways to buy tickets and more ways to access travel information. Discover them in our Passenger's Charter, along with details of our commitments, your rights and how to get in touch.

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A quick word from Jamie Burles, our MD

At Greater Anglia we're passionate about delivering great service. We're therefore in the middle of a major initiative to positively transform train services across our network. We're introducing a complete fleet of brand-new trains, in a £1.4 billion investment programme, which covers all our routes, with 191 new trains, that's 1043 new carriages, brought into service. Already, all our new intercity, regional and Stansted Express trains are in operation, whilst the roll out of our new suburban trains is also underway. The new trains offer more seats, air conditioning, plug and USB points, fast free Wi-Fi and much improved accessibility features, to provide a much better travelling environment. They will also help us deliver a more reliable service and, in some cases, timetable improvements as well. In parallel, we are upgrading stations, ticket purchasing options, customer information and train maintenance facilities, so almost every aspect of our service should be better and more convenient, to help make your journey smoother and easier. Indeed, feedback to date about those new trains already in service and the other improvements we've made recently, has been extremely positive.

Our Passenger's Charter is our service commitment to you. It sets out the standards we aim to deliver and how we will respond when things go wrong. In summary, we will :

- Provide a safe, clean and reliable train service
- Introduce more convenient ways to buy your ticket
- Update you on services, changes and disruption
- Compensate you when things go wrong
- Let you know how we are performing
- Act on your feedback

I hope you find this Passenger's Charter useful and informative. Our ongoing aim is to deliver a service of which we can all be proud.

Jamie Burles
Managing Director
Greater Anglia

Making the most of our service

Before you get on board

Our people – offering help

Our teams at staffed stations and on trains, who have smart technology at their fingertips, are always happy to help you. Our 24/7 Operational Customer Information team are here to help you when whether making an enquiry by telephone or selecting tickets at our TVMs – just press the button for assistance. Our Assisted Travel, Contact Centre and Telephone Sales teams are also available to help you with information and advice on your journey. Whoever you're talking to, they can provide you with the information you need, ensuring your journey runs as smoothly as possible.

Our stations – clean, comfortable and accessible

Thousands of passengers use our stations every day. We do everything possible to keep them well maintained and comfortable, with the facilities you need, and we inspect them daily to make sure they are clean. Our teams at staffed stations are available to offer you information on trains, journey planning, tickets, or general advice.

If you are at an unmanned station our 24/7 Operational team can be contacted either direct by calling 0345 600 7245 and selecting Option 0 or by visiting one of our ticket machines and selecting the assistance button. Our timetables are displayed in stations 28 days before any change is implemented, to ensure you have time to plan your journey with us.

In addition, many stations offer secure cycle parking if you want to make cycling part of your journey. For details of each station, please visit our website.

Our website – for getting information and buying tickets – greateranglia.co.uk

- Find details on train services, station facilities and ticket office opening times
- Download timetables and route maps and check changes to train times
- Buy tickets, arrange to collect them from the station, print them at home, collect them on our app on selected services, or have them sent to you by post (Next day delivery charges apply).
- Check live route performance and station performance
- Get details of special offers and events
- Find out about travelling to and from the station by cycle, bus, ferry and air
- See how we're doing versus our targets
- Discover useful contact details for Greater Anglia and other organisations

Customer Price Promise

Ticket vending machines

We guarantee that you will always receive the cheapest Greater Anglia fares when you buy through our ticket vending machine. A "cheapest ticket button" has been included on the display screen of our Ticket Vending machines at the point of purchase to help identify our cheapest prices. In the unlikely event that you purchase a ticket from one of Greater Anglia's ticket machines and then discover you could have bought a cheaper product for the identical journey, you may be entitled to a refund to the value of the difference in cost.

Special event tickets, Rail Rovers and Ranger fares may not be available to purchase from the ticket vending machine. Please enquire by selecting the assistance button on the machine or asking staff at staffed stations.

Website

We guarantee that you will always receive the cheapest Greater Anglia fares when you buy through our website.

In the unlikely event that you purchase a ticket from Greater Anglia's website and then discover you could have bought a cheaper product for the identical journey, you may be entitled to a refund to the value of the difference in cost.

Our mobile app – helping you plan and book on the move

Download our app and you can view live travel updates, service information and buy tickets. The app also has useful links to other transport sites to help you plan your journey from door-to-door. If your train is delayed, there's information on our Delay Repay compensation scheme. To get this handy app, simply search for Greater Anglia in your device's app store. Please make sure that you have enough battery life on your device prior to travel if you have purchased mobile tickets.

Our Twitter feeds – for service updates at your fingertips

Want rail updates in a few words? Our Twitter feed @greateranglia provides the latest service information about specific Greater Anglia routes.

If you're a Stansted Express user, you can use our dedicated @stansted_exp feed for service information and updates.

Our tickets – more ways to buy than ever

If you want to get on board, you need a valid ticket or permit to travel. We suggest you always check that you have the right ticket for your journey, and make sure you are aware of any time restrictions that apply to it.

You can check that you have the right ticket for your train by asking staff at our stations or by selecting the assistance button at our unmanned stations

It's worth remembering, peak services are those that arrive in London before 9.30am or leave London between 4.00pm and 7.00pm, Monday to Friday (although these may vary, please check time restrictions for your journey).

Plus, you also have even more ways to buy:

- On our website – here you can buy a ticket for any National Rail journey. If you are buying a ticket for a Greater Anglia service we promise that customers will always find the cheapest fares (and we won't charge a booking or credit card fee). You can get your tickets by:
 - Printing at home (valid on selected services).
 - Mobile phone – customers will have a number of ways to access our services using their smartphone. This is either available as a mobile version of our website or through our app.
- On our app – you can buy almost any ticket on our mobile app and arrange to collect it from one of our ticket machines. And some tickets can be sent direct to your mobile phone, including Stansted Express and mainline services between Norwich and Liverpool Street. When you opt for a ticket via our mobile app please make sure that you have enough battery life on your mobile phone before you travel. If you are unable to present your ticket due to running out of battery charge you may be required to purchase a new ticket. To see all journeys applicable for this service, visit our website.
- Collecting from the station (most have a ticket machine or ticket office. Be sure to bring the card you used to buy the ticket, along with your booking reference). Smart Card season tickets can be collected from ticket machines and gates, please see our website for the full collection location list.
- First class post (allowing five days for delivery).
- From a ticket machine – our machines sell a range of tickets for immediate use, and accept most credit or debit cards, as well as cash. If you are unclear about

your ticket options then please select the assistance button and you will be connected through to a member of staff who will assist you. This service is available 24/7

- Over the telephone – by calling 0345 600 7245: again you will be able to choose between having your tickets posted to you, or collecting them from a ticket machine. Postal charges apply for tickets sent by post. Tickets for the following day may be bought the evening before. These tickets can be collected at staffed stations or from a ticket machine.
- From station ticket offices – here you can buy the full range of tickets, including Railcards, and book assisted travel. Station ticket offices accept most credit or debit cards, cash, National Rail vouchers and rail warrants. Opening hours, including times of peak demand, are advertised at stations and on our website. Remember to arrive at the station in plenty of time to buy a ticket if you haven't already bought one in advance. Our aim is to make sure you don't have to queue more than five minutes at peak times or three minutes at any other time. We display details of these peak times at ticket offices. We will monitor our achievements of these queuing times as part of our Customer Experience Performance Model programme.
- On pay trains – we operate a number of pay train services, where tickets have to be bought from the conductor on board the train. These are clearly marked in our timetables and on our website and are Sudbury to Marks Tey, Manningtree to Harwich and the Wickford to Southminster line, if ticket machines are not available.
- From travel agents – some travel agents sell National Rail tickets.
- From newsagents – in the London area selected newsagents sell Travelcards and Oyster cards for travel within London (see [tfl.gov.uk](https://www.tfl.gov.uk)): London Underground also sell these tickets.

- **PLUSBUS** – You can also add a PLUSBUS option to your ticket, from £2, giving you unlimited bus travel at your starting point or from your destination. To find out more, pick up a leaflet at the station, ask a member of the team, call our Contact Centre on 0345 600 7245 or visit plusbus.info.

Please see our website, visit staffed stations or call our Contact Centre for details of tickets and advice regarding your purchase.

Our ticket types – smarter, flexible and great value

Our offer includes Anytime, Advance, Off-Peak, Super Off-Peak, Rovers, Rangers and Season tickets. In 2021 we have introduced the Flexi Season ticket providing more options for customers who may need them. Please see our website, app, station teams or call our Contact Centre team if you want help choosing the right ticket.

Using Oyster cards

You can use an Oyster card loaded with a Travelcard or Pay As You Go on all National Rail services within London Fare Zones (where Travelcards are accepted). To use Oyster you must touch in at the start of your journey and touch out at the end. For details including how to buy see tfl.gov.uk.

Smart Ticketing

Smartcards have replaced paper tickets as the recommended way to renew a season ticket. It's time to say goodbye to the flimsy cardboard ticket and hello to a durable card that allows you to move swiftly through our ticket gates. For more information please visit our website.

Job Track

We offer a free rail ticket scheme for job seekers. See greateranglia.co.uk/jobtrack for details and to register.

Penalty Fare Scheme

Some people try and dodge paying for their journey and this is unfair on everyone else who does pay. To tackle fare dodging we operate a Penalty Fare Scheme on all services other than pay trains. If you do not have a valid ticket or permit to travel, and are boarding a non-pay train service at a station which has ticket-purchasing facilities, you could be liable to pay a Penalty Fare of £20, or twice the appropriate Single Fare to the next station (whichever is greater). In this instance, you will not be eligible for any special fares or discounts, with the exception of the Disabled Persons Railcard. If you have a disability that prevents you from buying a ticket before you get on board, our team will still sell you the most appropriate ticket, including a Railcard discount if applicable.

Notices are displayed at all Penalty Fare stations, making the rules clear. You can also find more information about Penalty Fares by referring to our website: <https://www.greateranglia.co.uk/tickets-fares/penalty-fares>

Making the most of our service

If you need extra help

Assisted Travel

We aim to provide easy access to our service for all our customers and try to ensure nothing prohibits disabled people from using our services.

In fact, we have teams trained to assist mobility impaired, disabled and older passengers when getting on and off trains.

We support the rail industry's Passenger Assist scheme which means we can book your entire train journey for you – even if you change onto another operator's trains and need help from them.

Booking assistance – at your convenience

If you think you're going to need help, please let us know 24 hours in advance by calling our Assisted Travel team on 0800 028 2878 (free from landlines). If calling from a mobile you can contact us on 0345 600 7245 (option 4). The team are available 7 days a week from 08.00am-10.00pm. You can also contact them via textphone on 18001 0800 028 2878 or by emailing assistedtravel@greateranglia.co.uk. For more information on getting assistance, go to our website or visit any of our stations and talk to a member of our team. Even if you can't let us know in advance, we will do our best to help.

Assisted Travel – travel with confidence

You can find more information about travelling with us in both our Accessible Travel Policy leaflet, and also in our Making Travel Accessible leaflet. Both of these documents are available in Easy Read and Large Print formats. To view, or download visit the GA website. The Assisted Travel section is easily accessed in just one click by selecting the Assisted Travel button on the top of our homepage. Alternatively our Contact Centre team can arrange to send a copy to you, or pick up a copy from a Greater Anglia station.

Making the most of our service

Once you get on board

Your bike – and getting it on board

We know many of you love to cycle and we want to support your interest as much as we can. Where space is available, and it is safe to do so, you can bring your bike on board. But at our busiest times, when people are commuting to and from work, we can only accept folding bikes.

Please remember: If you're travelling on services to Cambridge from Ely and Audley End between 7.45am and 8.45am on weekdays, or on services arriving into London between 7.45am and 9.45am and leaving between 4.30pm and 6.30pm, you can only take a folding bike. This is because the trains are very busy. Similarly you can only take folding bikes on Stansted Express services, and then it is subject to there being enough space. On local services in Norfolk, Cambridgeshire and Suffolk, cycle spaces are limited to four per train. However, please check for details during engineering works as we don't carry bikes on bus replacement services.

London Liverpool Street to Norwich Intercity services

Advance reservations are compulsory for customers travelling with bicycles on our Norwich to London Liverpool Street services, and for services returning to Norwich. There are six cycle spaces per train and customers can only use these when a reservation is made. Cycle reservations for these services can be made free of charge by contacting our Customer Relations team on Telephone 0345 600 7245, selecting Option 8 at the prompt. Reservations should be booked at least 24 hours in advance and spaces are subject to availability. Please make sure you arrive in good time to safely stow your cycle on board the train.

Your comfort and wellbeing – keeping you fed and watered

The majority of our Intercity services have either a café bar or a catering trolley, offering a variety of hot

and cold drinks, sandwiches and light snacks. Details of which trains are shown in our timetable and on Customer Information screens at stations.

If on board an Intercity service where a cafe bar or trolley are in operation, and you hold a First Class ticket, we would be pleased to serve you a complimentary drink and light snack when you show your ticket to the onboard catering team. If we are unable to provide our catering service we will do our best to let you know before you travel so that you can make alternative arrangements.

In the interest of everyone's wellbeing, smoking (including e-cigarettes) is not permitted on any of our trains, or at any of our stations, including on the platform.

Your safety and security – keeping an eye on things

Your safety is our priority. Safety notices are displayed throughout our trains and we encourage you to read them when you travel.

Many of our trains and stations now have CCTV and we work closely with British Transport Police to help ensure your protection during your journey.

Your entertainment – connect for free via Wi-Fi

With Greater Anglia, you needn't have a dull moment. Wi-Fi is provided free of charge at all of our stations and on our trains. For details of how to access the service, please visit our website.

Your belongings – more ways to report lost property

If you lose something on board one of our trains or at one of our staffed stations, we will do our best to return it. Please report your loss to a member of our team as soon as you can at any of our stations and if you are at an unmanned location or on a train where you can not see any staff present you can choose to email our Lost Property team direct lostproperty@greateranglia.co.uk or call our Contact Centre team on 0345 600 7245 (option 7). Please see website for further details.

If things go wrong

How we keep things moving

Sometimes disruption occurs such as unplanned engineering works, which require the introduction of an emergency timetable for a given period of time, or short-term alterations to service.

Our customer promise during disruption is to ensure you know what the situation is, just as soon as we know.

When services are delayed – we look after you

All kinds of things cause delays – from problems with overhead lines to extreme weather conditions. If they happen, we do everything possible to minimise the impact on you.

Providing you with real time information

You can access live train updates from:

- Our team
- Our website
- Our text and email alert service – visit www.journeycheck.com/greateranglia for details
- Our mobile app
- Our Twitter team on @greateranglia or @stansted_exp
- National Rail Enquires – call 03457 48 49 50
- Texting TrainTracker on 84950 or calling on 0871 200 4950

Offering you complimentary drinks

If you are on a train that has a café bar or trolley service and are delayed by 60 minutes or more, we will offer you complimentary non-alcoholic drinks, while stocks last.

Helping you plan your onward journey

If you miss a connection because your train is running late or is cancelled, we will help you plan your onward journey.

We will also arrange alternative transport to get you to your final destination if:

- The next connecting train is more than 60 minutes later than the one you should have caught.
- It will get you there quicker than waiting for the next train.

If the delay occurs after your train has started its journey, we will do our best to get you to your destination by train, or to arrange alternative transport.

Where a delay or cancellation of a Greater Anglia service makes it impossible to get you to your destination in a reasonable time, we will:

- arrange for you to return to where you started your journey (or another appropriate journey) and ensure you can travel the next day;
- alternatively, we'll provide overnight accommodation and ensure you can travel the next day.

In these circumstances, if you decide not to travel the following day (i.e. abandon your journey entirely) we will give you a full refund on the price of the ticket. Please see our refunds section for more information.

If things go wrong

How we make it up to you

Refunds – you could be entitled to one

If your train is delayed or cancelled before you start your journey and you decide not to travel, we will give you a full refund for all unused tickets. We will not charge a fee.

If your train is delayed or cancelled part way through your journey, and we cannot get you to your destination or an appropriate alternative within a reasonable time, you may decide to terminate your journey with us and return to your original station. In this case we will give you a full refund and we will not charge a fee.

If we issue a 'do not travel' warning and you follow our advice and do not travel, you can apply for a full refund from the point of purchase if you have a single or return ticket. If you have a Season Ticket and are unable to travel please contact our Contact Centre who will process compensation covering the cost of the journey.

All claims for a refund need to be made within 28 days of the last date the ticket could have been used.

Book with confidence

Book with confidence gives customers the opportunity to change all Advance ticket types fee free if the change is made before 18:00 the day before travel. Tickets can be exchanged for another ticket for a different date and time. To change your ticket you will need to go back to where it was purchased from. Our Web Support Team are available to help by contacting them by telephone on 0345 600 7245 and selecting Option 6. You can make changes yourself if you purchased the ticket online or using our app and you have an account. Off peak and Anytime tickets also benefit from fee free changes. For more information please check our website.

Where did you buy your ticket?

Ticket office or ticket machine

- Return your ticket to any ticket office.
- If you bought the ticket at a National Rail station you can return it to any National Rail ticket office.

Website or mobile app

- If you bought your ticket online via our website or mobile app, please follow the refund instructions provided on whichever method you used.

Telephone booking team

- Post your ticket to our Contact Centre with a covering letter outlining your journey (please see pages 25 and 26 for details).
- If your ticket was bought from another train company or an independent retailer, please contact the people who sold you the ticket.

Please see website for more information and updates.

Compensation – get it with our Delay Repay scheme

Get compensation from 15 minutes onwards

If you hold a valid ticket for your journey and you are delayed whilst travelling with us then you can claim compensation for delays of 15 minutes or more, no matter what the reason. Compensation payments are made when services are delayed against the published timetable, including where we have published service alterations.

If you have a combination of tickets for your journey, we will compensate you for your whole journey. Our usual criteria applies as explained in the table on the facing page. Our Contact Centre team are always happy to help if you need more support. Alternatively, you may find it useful to check out our Delay Repay page which can be accessed by selecting the Delay Repay button on our website home page.

Claim up to 100% money back on your ticket

We hope you never have to consult this table. But if you do, see how much you could claim:

Length of delay	Compensation
15 to 29 minutes	25% of the cost of your one-way ticket or 12.5% of the cost of your return ticket
30 to 59 minutes	50% of the cost of your one-way ticket or 25% of the cost of your return ticket
60 to 119 minutes	100% of the cost of your one-way ticket or 50% of the cost of your return ticket
120 minutes or longer	100% of the cost of your ticket whether single or return

We will use the proportionate cost of the price of the Season ticket (i.e. 1/10th of a Weekly ticket, 1/16th of a Flexi Season, 1/40th of a Monthly ticket and 1/464th of an Annual ticket).

Claiming compensation online or by post

The quickest way to get money back is to go to our website or app, where you can fill in a Delay Repay form online. If you prefer you can also pick up a form from our staffed stations and trains and post back using the Freepost address. If you require a refund on an Oyster card, please contact Transport for London. Details on how to claim are at tfl.gov.uk/fares-and-payments/.

At the time of the delay, where possible, we will Tweet links to the online form while the station and on train team will make announcements, hand out forms and advise you of the claims process.

Usually we will need you to upload a legible photo image of your ticket if you are claiming via our online form. Our online claims process enables our customers to set up an account. If you set up an account some of your personal and ticket details can be prefilled as well as your preferred compensation method set

to the method of payment you would like. This will make claiming for any future delays a more simplified process. Delay Repay claims can be tracked through this account so you can keep an eye on the progress of your claims too. We ask you to keep your ticket with you after a journey to claim for a delay, if necessary. Please ask one of our ticket barrier staff to let you through the gates. All claims must be made within 28 days of the delay. Compensation can be paid by BACs, PayPal, back to the credit or debit card used to buy your ticket(s) or by National Rail Travel Voucher. We also offer the opportunity to use your compensation to make a contribution to charity. Greater Anglia work with The Samaritans, and this is the charity you may wish to elect to send your compensation payment to.

In accordance with your legal rights as a consumer, including those under the Consumer Rights Act 2015, you may be eligible to a different level or method of compensation, including for consequential loss, where Greater Anglia is at fault. Nothing set out above is intended to limit or exclude your legal rights in these circumstances. If you believe this applies to your journey, please get in touch with our Contact Centre team.

Delay Repay – our commitment to you

We know that when things go wrong it is frustrating and has an impact on our customers so we want to make the delay repay claim experience clearer too. Our commitment to you is that we will be proactive, wherever possible, about telling you about train disruption and delays which may affect you. Our train crew will announce information about delays and signpost to Delay Repay. They will only do this if operationally safe to do so and that is why our Stadler fleet also display Delay Repay information via the information screens within the train. Our social media team post disruption and Delay Repay information on the GA Twitter feed and will directly message a link to the Delay Repay claims process if customers need that extra help. The Greater Anglia Delay Repay team work hard to ensure that claims are settled quickly, and we

have a commitment to respond to 100% of all claims we get within 20 working days. We know most people are honest however we are continually improving our process to ensure that we robustly reject any fraudulent claims we receive. Knowingly making a claim for a delayed journey that was not taken not only wastes time but also delays us settling claims for people who were disrupted and costs money to investigate. We will pursue those who claim money fraudulently, and work with other train companies and the British Transport Police to prevent Delay Repay fraud.

If you decide to cancel your Season ticket

If you've got a Greater Anglia Season ticket and you decide you no longer need it, you can get a refund. Simply return it to the ticket office you bought it from, or to our Contact Centre team, to see if you can get any money back. Customers who have opted to use a Season ticket loaded on a Smart Card should contact our Contact Centre team for processing of refunds.

Any refund is based on the cost of the Season ticket and its remaining value when you have given it to us.

Flexi Season tickets are only valid for 28 days. If you haven't used all 8 day passes you may be entitled to a refund if you apply before the end of the 28 day validity period. There must be a minimum of one unused day pass left to refund and a £10 admin fee will apply. Season tickets offer significant savings and you may find that if you are towards the end of the ticket's life, you will only receive a small refund or nothing at all. For example, an Annual Season ticket gives you 52 weeks of travel for the price of 40 – and has no refund value after 10 months and 12 days. A £10 fee applies.

If illness prevents you from using your Season ticket

If you are unable to travel for more than 4 weeks due to illness, you may apply for a discretionary partial refund of the unused portion of your Season ticket. This is at our discretion and we may ask you for a medical certificate.

More information for Season Ticket Holders

Please visit the Greater Anglia website for more Season Ticket information such as what to do if you leave your Season ticket at home, reporting lost tickets or to find out how we will provide compensation and refund arrangements in the event of service disruption.

If our service lets you down for 12 days or more

If you find yourself claiming Delay Repay compensation for delays of 30 minutes or more for 12 days or more (out of 20 working days in any 28 day rail industry period) we will go the extra mile to put things right. In addition to the standard compensation we offer, you can choose either:

- A number of free journeys on the Greater Anglia network (based on two per period affected) and valid for 12 months.
- National Rail vouchers, each to the value of one Single journey which can be used to buy future rail tickets.

Keeping our service on track

When there are planned engineering works – we offer alternatives

To keep our train service running, Network Rail has to upgrade and maintain tracks, signals, stations and cables, which means 'planned engineering works'. When this happens we cannot run our regular timetable, with the knock-on effect that journeys are lengthened or diverted. While we try hard to maintain our service, sometimes we have no option but to put on a replacement bus.

To help you, we will give you plenty of notice. At least 12 weeks before you plan to travel you'll find details of planned engineering works on our website.

Then, at least 7 days before the planned works, we will detail changes and alternative suggestions on our website and mobile app, as well as on posters and leaflets at stations. The station team will also be able to help.

Should we have to use a replacement bus, please note: space will be limited compared to the train, especially if you are carrying large items of luggage or pushchairs. And only folding bikes can be carried on board.

Service Quality Regime

Greater Anglia is proud of its people, stations and trains and know that to continue to deliver a good service it is important that we uphold the highest of standards and continuously assess how we perform.

We are in the process of implementing a Service Quality Regime that will measure our front of house standards across the network. Given the considerable change in the rail industry, at the time of print, we are still refining what our Service Quality Regime will look like, and we will ensure that once we have this established that we provide progress updates on our website.

Industry standards – and living up to them

We want to be known for great performance. That's why our service will be measured by the industry's Public Performance Measure which combines punctuality and reliability figures to give an overall measure of performance.

- Punctuality means the percentage of Intercity trains that arrive at their final destination within ten minutes or five minutes on local and commuter services. When a revised timetable is in operation, say in times of engineering work, we are measured against the revised times.
- Reliability means the percentage of our advertised train services that arrived on time.

We will publish our annual Public Performance Measure targets and report, each month, identifying how we're measuring up. The report will be available from stations and on our website. On our website we will also show right time performance for Greater Anglia.

Your comments – helping us to improve, we'd love to hear from you

Your opinions really matter to us, as they help us improve our service and facilities. You can leave comments and feedback on our website, via Twitter, or contact our Contact Centre team by telephone, email, or in writing. See our Get in touch section for further details.

Join a Customer Panel

We have two Customer Panels, both have an independent chair elected from the representatives. The Customer Panels are recruited to represent the different geographical parts of the business, one looking after the West Anglia services, whilst the other concentrates on the Great Eastern Mainline route. The panels meet quarterly with our regional management teams to review our performance and ensure your views are heard. If you are interested in becoming a member, email customerpanel@greateranglia.co.uk for more information.

From January 2021 Greater Anglia and c2c launched a joint Accessibility Customer Panel. The panel gives local people who have lived experience of disability the chance to create a more accessible rail network and have a say in how future policy is shaped. If you would like to know more about the panel, raise an issue with the accessibility panel or register future membership interest, email: accessibilitypanel@greateranglia.co.uk. We will update the Accessibility pages on the Greater Anglia website with information about the panel.

If you're unhappy

Let us know – and we'll try and put things right. You can talk to a member of our station team who will try and resolve things there and then. Or you can contact our Contact Centre team. Full contact details are available on page 25 or visit our website for more information.

We take your comments and complaints seriously and will give you an explanation, come what may. See our website for our Complaints Handling Procedure.

All comments, concerns and suggestions are logged, we review them and report key issues to the Greater Anglia Customer Board, which means we take things seriously.

If your complaint involves another train company, we will pass your comments on and let you know. The other company will then contact you directly.

If you're still not satisfied

If you're unhappy with the response you receive to a complaint, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve ongoing complaints between us and our customers. It is free to use their services and they are independent of the rail industry. They don't take sides, and just look at the evidence available. Their aim is to help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

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

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed or industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch – the independent customer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

The Rail Ombudsman

Website	(including online chat) www.railombudsman.org
Telephone	0330 094 0362
Textphone	0330 094 0363
Email	info@railombudsman.org
Post	FREEPOST – RAIL OMBUDSMAN

The Contact Centre are available
Monday to Friday 9am to 5pm
(excluding Bank Holidays)

Get in touch

Whether you want help, to buy tickets, make a complaint or pass on praise, give our team a call or drop us a line:

Contact Centre Team

Telephone 0345 600 7245 (calls charged at national rate)
For real time train running information select Option 0 at the prompt.

Email contactcentre@greateranglia.co.uk

Write to Freepost GREATER ANGLIA CUSTOMER RELATIONS

Opening Hours:

Mon to Sat – 8am to 8pm and Sun – 10am to 8pm

Bank Holidays – 9am to 6pm

Twitter [@greateranglia](https://twitter.com/greateranglia) or [@stansted_exp](https://twitter.com/stansted_exp)

Greater Anglia

Operational Customer Information team

For information regarding current status of Greater Anglia train services

Telephone 0345 600 7245 (option 0)

Open 24 hours a day 7 days a week

(excluding Christmas Day and Boxing Day)

Other sources of travel information

National Rail Enquiries

Home to all kinds of rail information including train times, fares and ticket types. They can help you plan a journey and access live train information using TrainTracker, and they are available 24 hours a day, 7 days a week.

Website nationalrail.co.uk

Telephone 03457 48 49 50

Traveline

This independent source of information about public transport offers details of trains, buses, coaches and trams across Great Britain.

Website traveline.info

Telephone 0871 200 2233

Text 84268

Further information

Our Passenger's Charter

Not sure if you're reading the latest version?
Visit <https://www.greateranglia.co.uk/about-us/our-performance/passengers-charter>

Or go to our app, ask at a staffed station or call our Contact Centre team.

Service Quality Report

Greater Anglia publishes a report covering the Service Quality Standards detailed in the Rail Passenger Rights and Obligations (PRO) Regulation. Details are available on our website: <https://www.greateranglia.co.uk/pro-service-quality-report-table>

Customer Report

A companion piece to our Charter, telling you how we're meeting our commitments. Published every six months and available from our website and main stations.

Timetables

If you want our train timetable in a different format, please contact our Contact Centre team on 0345 600 7245.

National Rail Conditions of Travel

The National Rail Conditions of Travel establish the legal agreement that we enter into with you when you buy a ticket from us or another provider. Copies are available from our Contact Centre team and staffed stations. You can also view a copy of the document direct at: http://www.nationalrail.co.uk/times_fares/46427.aspx

Oyster Conditions of Use

If you are using Oyster on Greater Anglia services, the Oyster Conditions of Use on National Rail set out your rights and obligations. When these conditions differ from the National Rail Conditions of Travel, they will take precedence when using the Oyster card.

Network route map



- | | | |
|--------------------------------------|------------------------|-------------------------------------|
| Greater Anglia route | Stansted Express route | London Underground interchange |
| Greater Anglia limited service route | Other operators route | Docklands Light Railway interchange |
| Greater Anglia Sunday service only | East Coast route | Airport interchange |
| Greater Anglia limited service | | Ferry service interchange |

Freepost
GREATER ANGLIA CUSTOMER RELATIONS
Telephone **0345 600 7245**
Email contactcentre@greateranglia.co.uk
greateranglia.co.uk