

Travelling in London?

How to complain

If you're unhappy about the service you received during your journey, this leaflet describes how to complain effectively.

How do I start?

Make a note of everything you want to complain about, including date, time and exact location of the incident. If it is a bus you want to complain about, note the route number, destination or direction and, if possible, the vehicle registration number. If it is a train, note the destination or direction of the train. If it a taxi or minicab, take the plate number (the five digit number on rear of vehicle and inside the passenger compartment).

Also note any names or details of any people involved and collect together any documents supporting your complaint, such as tickets or photographic evidence if available.

Put your complaint in quickly

Delay may make it more difficult to deal with your complaint, and in the case of refunds or penalty fare disqualify the claim immediately.

Put it in writing

Complaints may be made by letter, e-mail or via the complaints or contact form on the operator's website. The latter is likely to get the quickest response.

Make sure you cover all key points

Say exactly what the problem is, and what you would like the operator to do about it. It is best to keep your complaint short and to the point. If you are sending a letter, make sure it is legible: type if possible, or write clearly in black ink.

Send in any supporting documents

It is best to send copies and keep the originals. If originals are requested, make sure you keep a copy. If you are complaining by e-mail, documents can be scanned. Always keep a copy of your complaint.

What happens next?

The operator will probably send you an acknowledgement with a reference number. Keep a note of this. The time it takes to respond varies, but it can take some weeks for complicated cases.

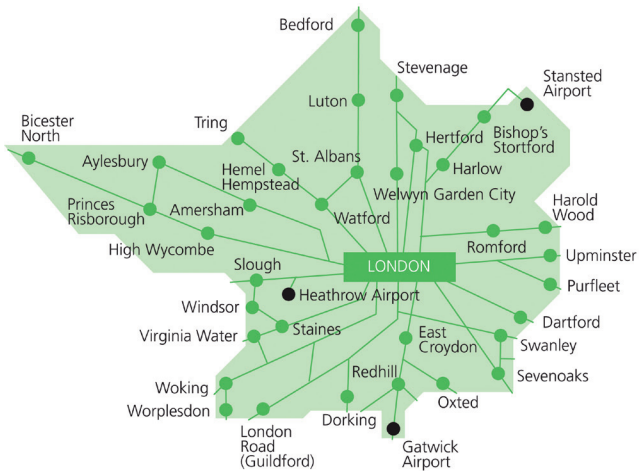
Where to send it

For trains, it is the train company operating that particular service; for river, arterial roads buses and underground it is TfL; for taxis and minicabs it is the Public Carriage Office. See the list of contacts overleaf for details.



What if I'm not happy with the response from the operator?

You can appeal to London TravelWatch. We will then try to resolve the complaint on your behalf. We only deal with matters if your journey was within, or began in our area:



Transport providers

Transport for London (General)

Customer Relations
4th Floor
Zone Y41
14 Pier Walk
London SE10 0ES

t 020 7222 5600

e enquire@tfl.gov.uk

w www.tfl.gov.uk

London Underground

Customer Services
55 Broadway
London SW1H 0BD

t 0845 330 9880

London Buses

Customer Services
197 Blackfriars Rd
London SE1 8NJ

t 0845 300 7000

e customerservices@tfl-buses.co.uk

Congestion Charging

PO Box 4782
Worthing BN11 9PS

t 0845 900 1234

Dial-a-Ride

Passenger Services
5 Mandela Way
London SE1 5SS

t 020 7446 0251

e dar@tfl.gov.uk



London Streets (TfL Red Routes)

197 Blackfriars Rd
London SE1 8NJ

t 0845 305 1234
e londonstreets@tfl.gov.uk

Taxis and Private Hire, inc minicabs

Customer Services
197 Blackfriars Rd
London SE1 8NJ

t 0845 300 7000
e coms@pco.org.uk

Tramlink

Coomber Way
Croydon CR0 4TQ

t 020 8689 3788
e feedback@tramlink.info.uk
w www.tfl.gov.uk

Walking and cycling

Complain at the general address, or go online.

Oyster

Oystercard Helpline

1st Floor, Albany House
55 Broadway
London SW1H 0BD

t 0845 330 9876

Penalty Charge Notices

Congestion Charging

PO Box 4782
Worthing
BN11 9PS

t 0333 200 1000

Red Routes

(parking, yellow box, bus lanes, banned turns, parking infringements)

Penalty Charge Notices starting with GF

Transport for London
PO Box 4555
BN13 1XY

Penalty Charge Notices starting with GT

Transport for London
PO Box 4532
BN13 1XZ

t 0845 603 4545

e enquiries@tflcroydon.co.uk



Rail Companies

c2c Rail Ltd

FREEPOST ADM3968
Southend-on-Sea
Essex SS1 1ZS

t 0845 601 4873

e c2c.customerrelations@nationalexpress.com

w www.c2c-online.co.uk

Chiltern Railways

Customer Services
Banbury ICC
Merton St
Banbury OX16 4RN

t 0845 600 5165

w www.chilternrailways.co.uk

Cross Country

Customer Relations Manager
Cannon House
18 The Priory Queensway,
Birmingham B4 6BS

t 0844 736 9123

e customer.relations@crosscountrytrains.co.uk

w www.crosscountrytrains.co.uk

East Coast

FREEPOST RRZG-ZZZX-LKXX
Newcastle-upon-Tyne NE1 5DN

t 0845 722 5333

w www.eastcoast.co.uk

East Midlands Trains

FREEPOST RSAK-GETK-BSJX
Customer Relations
Nottingham NG2 3DQ

t 0845 712 5678

e getintouch@eastmidlandstrains.co.uk

w www.eastmidlandstrains.co.uk

Eurostar

2nd Floor Kent House
81 Station Rd
Kent TN23 1AP

t 0870 160 0052

e traveller.care@eurostar.co.uk

w www.eurostar.com

First Capital Connect

FREEPOST RRBR-REEJ-KTKY
Customer Relations
PO Box 443
Plymouth PL4 6WP

t 0845 026 4700

e customer.relations.fcc@firstgroup.com

w www.firstcapitalconnect.co.uk

First Great Western

Customer Service Team
FREEPOST SWB40576
Plymouth PL4 6ZZ

t 0845 700 0125

w www.firstgreatwestern.co.uk

London Midland

Customer Services
PO Box 4323
Birmingham B2 4JB

t 0121 634 2040

e comments@londonmidland.com

w www.londonmidland.com



London Overground

Customer Services
Overground House
125 Finchley Rd
London NW3 6HY

t 0845 601 4867
e overground.info@tfl.gov.uk
w www.lorol.co.uk

National Express East Anglia

Norwich Railway Station
Station Approach
Norwich NR1 1EF

t 0845 600 7245 (option 7)
e nxea.customerrelations@nationalexpress.com
w www.nationalexpresseastanglia.com

Southern Railway

PO Box 277
Tonbridge TN9 2ZP

t 0845 127 2920
e comments@southernrailway.com
w www.southernrailway.com

Southeastern

PO Box 63428
London SE1P 5FD

t 0845 000 2222
w www.southeasternrailway.co.uk

South West Trains

Customer Relations
Overline House
Southampton SO15 1GW

t 0845 600 0650 (option 4)
e customerrelations@swtrains.co.uk
w www.southwesttrains.co.uk

Virgin Trains

Customer Relations
FREEPOST BM 6613
PO Box 713
Birmingham B5 4HH

t 0845 000 8000
w www.virgintrains.co.uk

Penalty Charge Notices

There are two companies dealing with penalty fare appeals:

Independent Penalty Fares Appeals Service (in writing or online only)

P.O. Box 14697
London SE1 8ZJ

w www.penaltyfares.co.uk/static/appeal.aspx

Independent Appeals Service (in writing or online only)

PO Box 212
Hampshire GU32 9BQ

w www.ircas.co.uk/index.shtml





London TravelWatch

6 Middle St
London EC1A 7JA

t 020 7505 9000

e enquiries@londontravelwatch.org.uk

w www.londontravelwatch.org.uk