

Frequently asked questions

Why can't you get me the response I want?

London TravelWatch is a watchdog representing passenger interests. This means that we are biased toward the passenger and will always want the outcome that the passenger is looking for. As we do not take an impartial view, we have not been given the authority to insist an operator provides a favourable response.

Why will you not appeal on my behalf?

To use our resources wisely, the Casework team will challenge where we believe that there are mitigating circumstances and the appeal should be considered on its own merit. We will not take up those appeals that are continually refused by the transport provider or ticket retailer.

Do you take up non passenger appeals?

We take up appeals of users of TfL services which includes the road network. Although not a 'passenger' we would still review your appeal. We do not take up complaints from residents complaining about TfL services.

Why has the Rail Ombudsman transferred me to you?

The Rail Ombudsman has been given a strict eligibility criteria. They are independent and impartial and will take into account all parties points of view in an appeal. They do not have any remit in setting policy, fares, timetables or have any responsibility to represent broader passenger issues.

Delay repay or delay compensation is not fit for purpose

Most rail operators offer delay compensation beyond that they are obliged to offer. However, this (usually small) amount does not reflect the inconvenience or frustrations of those who are continually delayed. There is no mechanism in place to offer refunds for consistent disruptions and London TravelWatch instead uses its influence to draw attention to constant disruption and the negative passenger experience.

Why can't I get delay compensation on a London Bus

TfL will not pay for delays on buses due to how many external circumstances can impact a bus's performance.

I didn't know what I did was wrong!

Transport providers (including TfL road network) and ticket retailers do not usually accept not knowing as a reason for making an appeal.

Other passengers

Our fellow passengers can make a journey enjoyable but, unfortunately, rude or anti-social behaviour can make your journey unpleasant. With the exception of a small security team, transport staff are not allowed to physically restrain or prevent a passenger traveling as only the police have this power. Equally customer service agents cannot investigate a crime.

If you are a victim of a crime, please report this to the police as soon as you feel able. Staff can support you in this but are unable to do it on your behalf.

Lost property

All property is considered the responsibility of the owner and not the transport industry. Lost items found, will be logged and secured until claimed. A fee can be charged to recover lost items.

Border force/border security

Those responsible for border security either in the UK or abroad are not employed by Eurostar. Eurostar are not allowed to run services outside of the UK without border force but have no responsibility for the staff.

My Oyster/contactless payment to Heathrow Airport was more expensive than the single fare finder

The single fare finder shows the prices to Heathrow Airport rail station and Heathrow airport Underground station. The journey to Heathrow by Tube is cheaper because it takes much longer than the Elizabeth line. When you touch in/out at Heathrow, the gateline will automatically know the cost as the train and Tube arrive and depart from different areas of the airport.

Why do I keep having to wait for 20 working days after I have contacted the transport provider or ticket retailer?

When London TravelWatch considers an appeal, we need to review all the information to check for accuracy and see if we can improve the outcome or if the issue is a broader policy problem. This is because to raise an appeal with the transport provider or ticket retailer, we must be in possession of all the facts.

If you have not had a response from the transport provider or ticket retailer after 20 working days since your last contact, please share with us your complaint and any correspondence you have had to date. We ask that you then leave it with us to consider your appeal and not make any further complaint with the transport provider or ticket retailer. Otherwise, as we would not have the most up-to-date information, we would need to suspend your appeal with us until a later time.