

# Passenger's Charter



# DOCUMENT CONTROL

## Revision Record

Issue	Date	Owner
1	November 2004	Franchise Agreement Manager
2	December 2007	Franchise Agreement Manager
3	November 2008	Franchise Agreement Manager
4	April 2010	Franchise Agreement Manager

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# 1. Introduction

Each Train Operating Company (TOC) is required to produce a Passenger's Charter that sets out the commitments that it makes to its customers. The key elements of the Passenger's Charter are:

- A statement from the TOC of its intentions
- Standards of service covering punctuality and reliability
- What passengers can expect - for example on telephone enquiries and booking services, reservations, availability of catering, provision for passengers with disabilities
- What passengers can expect if things go wrong
- Compensation arrangements for single/return and weekly season ticket holders for one-off delays or to monthly or longer season ticket holders if performance drops below the expected standards
- A list of contacts for passenger complaints and comment
- We will also provide copies of other relevant train operators' Passenger's Charters at the staffed stations that we operate (to the extent that they are made available by other operators)

This Charter is a statement of our commitment to provide the safe and high-quality service you have the right to expect. We publish it so that you know the standards we are determined to achieve. To monitor how well we are doing, our performance is measured by carrying out regular surveys of your opinion.

Our mission is to deliver local railway services that really work for everyone.

To help you, the passenger, to have a clear understanding of the services you can expect to receive, we have produced this Passenger's Charter that sets out our commitments.

Our services are supported by five Passenger Transport Executives (PTEs) –

- on Merseyside by Merseyside PTE, Merseytravel
- in the Greater Manchester area by Greater Manchester PTE (GMPTE)
- in West Yorkshire by West Yorkshire PTE (Metro)
- in South Yorkshire by South Yorkshire PTE (SYPTTE)
- in Tyne & Wear by Tyne & Wear PTE, Nexus

The Charter applies to all services operated by Northern including those in PTE areas.

Northern will work with other train operators to provide a seamless national rail network and with operators of other forms of transport to provide an integrated service. Northern follows The National Rail Good Practice Guide that is designed to provide consistent standards of customer service across the Rail Network. This covers:

- Presentation of timetable information
- Arrangements for passengers with disabilities
- Customer service when you change trains
- Help during train service disruptions
- Lost property
- Customer complaints, including comments involving two or more operators
- Cycling by train
- Station signage

This Charter will be reviewed on an annual basis in conjunction with Passenger Focus and PTEs. We welcome your views on content. All comments should be sent to Customer Relations, see 'How to Contact Us' for contact details.

Copies of this Charter are available at staffed stations served by our trains or from the address below;

FREEPOST RL5L-ABEC-BGUU  
Customer Relations team  
Northern Rail Limited  
First Floor  
The Travel Centre  
City Railway Station  
Leeds  
LS1 4DY

It is also available to view on our website at [www.northernrail.org](http://www.northernrail.org)

Other operators using our staffed stations may also provide copies of their Passenger's Charter at that station.



## **2. The Informed Customer**

We aim to provide comprehensive, accurate and timely train information. Timetable information will be displayed on the platforms and concourse areas of each Northern station. At larger Northern stations, customer information screens and public address systems will also provide information.

We provide free pocket timetables and other advertising and information material for you to take away at all staffed stations at which our services call and from rail-appointed travel agents.

Advance information informing customers of changes to services as a result of Bank Holidays or planned engineering work will be produced at least four weeks in advance. Such information will be displayed at relevant stations. We will try to keep disruption to a minimum.

As much notice as possible will be provided in the event of unplanned or emergency train alterations. Information will also be given on the live departures page of the National Rail web site [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

When new timetables are introduced we will ensure that they are available at least four weeks prior to their commencement.

National Rail Enquiries (NRE) provides comprehensive timetable and ticket information on all rail services. It can be contacted by telephoning 08457 48 49 50, 24 hours daily. A Textphone service is available on 0845 60 50 600. Real-time train running information can be obtained on Traintracker, by telephoning 0871 200 49 50. Alterations to services due to engineering work and at Bank Holidays are normally available up to 12 weeks in advance. All calls are charged at local call rate and may be monitored.

Times when stations are staffed will be displayed on notices at each station and is also available on the NRE website at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

A map showing the Northern network is shown at the rear of this Charter.

Northern staff, both at stations and on trains, are able to answer enquiries and provide help and advice.

Information about Northern services, including current train running information can be accessed from our website: [www.northernrail.org](http://www.northernrail.org)

## **3. Buying a Ticket**

A full range of tickets is available from the ticket office at a Northern station. Tickets can be purchased by cash, cheque (backed by a guarantee card), most major debit and credit cards (excluding Electron and Solo type cards), Rail Warrants and National Rail travel vouchers. All Northern services have only standard class accommodation.

We will serve you in an impartial, accurate and efficient way. We will always try to sell you the most appropriate ticket for your journey whether or not you are travelling on Northern services. When purchasing a rail ticket for immediate travel, we will try to ensure you will not have to wait more than five minutes in busy periods and three minutes at all other times.

The opening hours of each ticket office will be displayed at each station. We will display details of busy times at ticket offices to help you avoid delays. If you wish to make a reservation or purchase a ticket in advance of travelling this information will enable you to choose a quieter time in which to do this. We will undertake regular checks to ensure that the above standards are being achieved.

Tickets may be purchased via a link to Qjump from our website at [www.northernrail.org](http://www.northernrail.org). Please allow seven days for delivery of tickets. Tickets are also available from rail-appointed travel agents.

Tickets are available wherever there is a staffed ticket office or a suitable self-service ticketing machine. Tickets for travel must be bought before your journey commences. This is a legal requirement. Where ticket facilities are not available, you will have the opportunity to purchase one on the train from the conductor.

If you board a train without a ticket at a station where ticket facilities are available the conductor will sell you only the full single or return fare and you will not be entitled to any discounts or special terms which would otherwise apply. Where fraudulent travel is involved it is our policy to seek criminal prosecution.

As part of our commitment to making sure that we provide the service you expect, we need to make sure that all our customers are paying the appropriate fare for the journey they are making. In addition to our on-train conductors we also deploy ticket inspectors who will make random checks of tickets. These staff are there to demonstrate to our fare-paying customers that we are doing everything possible to ensure others do not fail to pay. Where there is evidence of an intention to avoid payment we will seek criminal prosecution.

If you decide not to use a ticket you have bought you can apply for a refund at any station ticket office within 28 days of the expiry date shown on the ticket. We will normally charge an administration fee of £5, unless we have been at fault. Please note that tickets sold at Northern stations on behalf of another TOC or tickets sold by other TOCs for Northern services may be subject to a £10 administration fee, details can be found in the appropriate TOC's Passenger's Charter. Special conditions apply to advance purchase products such as APEX tickets, however, if your train is delayed or cancelled and you decide not to travel, you will be entitled to a full refund. Tickets purchased from a

Travel Agent or via another operator's telesales must be returned to the issuing office for refund.

#### **4. Customers with Disabilities or Restricted Mobility**

Northern aims to make its services accessible to all, including those customers with disabilities or restricted mobility. We have a Disabled People's Protection Policy (DPPP) that sets out the services that disabled customers can expect when travelling with Northern.

A summary of the DPPP, called 'A Guide for Customers with Disabilities', is freely available to customers at all staffed Northern stations, by writing to or telephoning our Customer Relations team, or on our website at [www.northernrail.org](http://www.northernrail.org). The DPPP is also available in large print, Braille and audio format by contacting our Customer Relations team.

Our commitment includes:

- a) The availability of a telephone pre-booking assistance service to ensure that customers are met and assisted throughout their journey. In order to ensure that the best service is available, we advise customers to give at least 24 hours notice. We will consider appropriate compensation if assistance arrangements made in advance for travel on Northern services and for Northern stations are not provided.

If it is not possible to give notice it may still be possible to help you. The special contact telephone number for assistance is:

Freephone 0808 156 1606 or Textphone 0845 604 5608. 08:00 to 20:00 Monday to Saturday, including Bank holidays, 09:00 to 17:00 Sundays\*

\*There is a recorded message outside these hours.

- b) All our services carry wheelchair ramps and our staff are able to use them.
- c) All of our trains have space for one wheelchair, both manual and electric, of standard dimensions (up to 120cm by 67cm). However, other types of powered vehicles cannot be carried. Scooters will only be carried if they can be folded by the customer and carried on board by the customer, then stowed, similar to a piece of luggage. Further details are contained in our Guide for Customers with Disabilities or can be obtained by contacting our freephone Helpline on 0808 156 1606.
- d) Northern accepts the National Disabled Persons Railcard that offers price reductions of up to a third on a range of rail tickets.
- e) Northern's services call at over 500 stations and levels of accessibility and assistance vary considerably. This can be clarified by ringing our Customer Relations Assistance Helpline.

- f) Northern will consult with agencies who represent disabled people to improve the provision of information and better understand access requirements.
- g) We endorse and are committed to adopting the services, standards and guidance contained in the Department for Transport's Code of Practice entitled 'Train and Station Services for Disabled Passengers'.
- h) Northern is pleased to support the Guide Dogs Travel Charter.
- i) Northern will provide all customer service staff with Accessibility and Equality training.

## **5. Station Standards & Facilities**

We will maintain our stations in a good condition and to a high standard of cleanliness. We promise that regular inspections will be carried out to ensure these standards are maintained. We report the results of our inspections to the Department for Transport (DfT) and PTEs.

All customer service staff at our stations will be easily identifiable and will present a good image, wearing full uniform including name badges.

We will use our reasonable endeavours to ensure that a public telephone is provided on, or in the immediate vicinity of all Northern stations. We will where possible provide real time information about our train services at Northern stations by means of public address and/or information screens.

Alternatively, passengers may request information by means of a Help Point or freephone hotline where provided.

Toilets, where provided at Northern stations, will be regularly cleaned and kept in good order.

We will display notices at stations giving details of our address and telephone number, facilities available at the station, details of other nearby public transport and taxis, the location of the nearest public telephone and details of how to complain, firstly to Northern and, if not satisfied, to Passenger Focus.

## **6. Train Service Standards & Facilities**

We will review the train service we offer regularly. The emphasis will be on improving the reliability and capacity of train services and reducing journey times wherever possible.

Northern plan services so that customers boarding trains should be able to obtain a seat in normal circumstances. Customers should not have to stand on our trains outside of peak times unless they choose to, and at peak times for no more than 20 minutes. Where customers do need to stand, the number doing so should not exceed 35% of the seating capacity. Where our

projections of future demand suggest that these standards will not be met we will consult with the DfT and PTEs to discuss with them the most appropriate solutions.

Northern operates a 'turn-up and go' policy and does not offer a reservation facility, for any purpose, for travel on any Northern service. This means a reservation cannot be made for a seat, a bicycle space or a wheelchair space.

We will maintain our trains in a good condition and to a high standard of cleanliness. Regular inspections will be carried out to ensure these standards are maintained. We report the results of our inspections to the DfT and PTEs.

All customer service staff on our trains will be easily identifiable and will present a good image, wearing full uniform including name badges. They will keep you informed during your journey and help with any problems, should they occur.

We will provide Rail Security Teams who will patrol trains on selected routes. Northern operate a Crimestoppers partnership, allowing anti-social behaviour to be reported via a freephone number, 0800 555 111. This number is operational 24 hours a day, 7 days a week.

We will continue to aim for improved standards of punctuality and reliability. We will publish our reliability and punctuality figures for the previous four weeks and year at all staffed stations every four weeks. These figures will be independently audited every year.

Our Reliability commitment requires us to operate at least 99% of services in the published timetable.

Our punctuality standards for arrival at final destination are as follows: –

- Short-distance services (punctuality) – We aim that at least 91 out of every 100 trains (91%) will arrive at their final destination within five minutes of the time shown in our timetables.
- Long-distance services (punctuality) - We aim that at least 91 out of every 100 trains (91%) will arrive at their final destination within 10 minutes of the time shown in our timetables.

Sundays are not included for the purpose of calculating punctuality and reliability performance.

Certain causes of delay are outside of our control and are not included when calculating punctuality and reliability performance for compensation purposes. These include vandalism, security alerts, and exceptionally severe weather conditions that similarly affect other modes of transport and where no special pre-advertised emergency timetable has been in operation.

Essential planned engineering work sometimes takes place at weekends and late at night. This may mean that services are

changed. Information will be provided at local stations at least four weeks before any planned changes to services in your area.

Where engineering work or other disruptions prevent us from providing our normal rail services a bus service may be provided instead. We regret that, on buses, we will not be able to carry prams, pushchairs, bicycles or wheelchairs that do not fold up. Alternative accessible transport will be provided if required for disabled passengers who are unable to access a bus due to steps.

In severe weather, trains often continue to run when roads and airports are closed. However, when speeds are reduced, delays can build up and schedules may be disrupted.

Emergency timetables may be used depending on weather forecasts or local conditions. We will give you as much notice as we can before these emergency timetables come into force.

## **7. Safety**

Northern is committed to running a safe and secure railway and to ensuring that appropriate resources are available to do so. We will protect the safety of our customers, staff, contractors and the general public who may be affected by our activities and will ensure that property and the environment are protected as far as possible.

The ways in which we identify, control and minimise hazards and risks are set out in Northern's Safety Management System. This is supported by measurable actions to improve safety which are documented in a Safety Plan which is produced annually and reviewed regularly.

## **8. Environmental**

Northern is committed to minimising our impact on the environment and is dedicated to the continual improvement of our environmental performance. Our approach is set out in our Environmental Sustainability Strategy

Our main aims are:

- To promote rail as the sustainable alternative to the private car
- To reduce our carbon footprint by efficient use of energy across the business
- To minimise waste production and increase recycling
- To operate a corporate Environmental Management System certified to ISO14001. This is supported by measurable actions which are reviewed regularly.

## **9. Smoking Policy**

For your comfort and in accordance with the law all Northern

trains and stations are designated as no-smoking areas.

## **10. If Things Go Wrong**

We recognise that passengers want to know what is happening when things go wrong. Our staff on our trains and at stations will help by providing as much information as they can to passengers.

In cases of severe disruption, Northern will, at its discretion, provide alternative transport to ensure you reach your final destination. In exceptional circumstances, hotel accommodation may be provided.

If a delay to a Northern service adds an hour or more to your journey, we will offer you National Rail travel vouchers to the value of at least 50% of the fare you paid for that journey. This also applies to weekly season ticket holders. The vouchers are available for use on Northern and other train operators' services.

Separate arrangements for season ticket holders of one month or longer are shown in Section 11 below.

In the event that you write to us and the claim is actually against another Operator, we will ensure that your letter is sent on to the appropriate party, and advise you of this.

If you purchase a ticket for your journey and the train you plan to catch is delayed or cancelled, or, your reservation is not honoured and you decide not to travel, you will be given a full refund if you return your unused ticket to the purchasing point. Please note your right to receive a refund may be restricted by partial use of your ticket.

## **11. Season Ticket Holders**

Season Ticket holders have made a long-term commitment to Northern on the basis of the statements made in this Charter. Therefore the price you pay on renewal of your season ticket is linked closely to our performance.

The Northern network is divided into Service Groups. These are outlined in Table 1 (*opposite*).

If, for your Service Group, Northern's average punctuality or reliability falls below the percentage shown in the columns identified as "Penalty/Trigger %" in Table 1 above, in respect of the preceding twelve months, holders of season tickets valid for longer than one month will receive a 5% discount on renewal within four weeks for a similar journey and period.

If both punctuality and reliability performance fail to meet these thresholds in respect of the preceding twelve months, season ticket holders will be given a 10% discount on renewal.

These discounts will be paid for the relevant Service Group to holders of PTE multi-modal tickets as detailed in Table 2 below and those rail-only tickets issued by all PTEs. Where two or

more Service Groups are covered by such PTE issued tickets only one 5% discount in respect of punctuality and one 5% discount in respect of reliability (or the one combined 10% discount for both punctuality and reliability) will apply for any period to which discounts apply.

**Table 2**

Passenger Transport Executive	Ticket Type	Notes
Greater Manchester Passenger Transport Executive	County Card	(Greater Manchester Travel Ltd. season tickets)
Merseyside Passenger Transport Executive - Merseytravel	TRIO, TRIO Plus	
West Yorkshire Passenger Transport Executive	Metrocard	
Tyne and Wear Passenger Transport Executive – Nexus	Network Travel	
South Yorkshire Passenger Transport Executive	Travelmaster	

Compensation for holders of weekly season tickets is the same as for an individual journey. Season ticket holders not renewing their tickets may request the discount in the form of National Rail travel vouchers.

## 12. Bicycles

Northern serves stations in some of the most beautiful countryside in the UK. We would like to welcome you and your bicycle to Northern's stations. We will work to improve facilities at our stations for cyclists, for example by providing cycle lockers.

Cyclists may take a bicycle on any train operated by Northern where space permits. Most trains can only accommodate, at most, two bicycles. There will be no extra charge for bringing your bicycle on a Northern train.

Bicycle spaces cannot be reserved on any Northern train. Space is allocated on a first come, first served basis and is subject to space being available. Only one accompanied bicycle per

**Table 1**

Service Group	Service	Reliability Target %	Reliability Penalty/ Trigger %	Punctuality Target %	Punctuality Penalty/ Trigger %
<b>Tyne, Tees and Wear</b>	<b>Short distance:</b> <ul style="list-style-type: none"> <li>Newcastle - Hexham</li> <li>Newcastle - Chathill</li> <li>Newcastle – MetroCentre</li> <li>Bishop Auckland - Darlington - Saltburn/Hartlepool</li> </ul>	99	98	91	88
	<b>Long Distance:</b> <ul style="list-style-type: none"> <li>Newcastle - Saltburn via Durham</li> <li>Hexham - Newcastle - Middlesbrough via Sunderland</li> <li>Newcastle - Carlisle</li> <li>Middlesbrough - Whitby</li> </ul>				
<b>Lancashire &amp; Cumbria Local</b>	<b>Short Distance:</b> <ul style="list-style-type: none"> <li>Blackpool North - Carlisle (Dalesrail)</li> <li>Colne/Blackburn - Preston - Blackpool North/South</li> <li>Preston - Ormskirk</li> <li>Preston/Lancaster - Morecambe/Heysham</li> <li>Preston/Lancaster - Barrow</li> <li>Barrow - Millom - Whitehaven - Carlisle</li> </ul>	99	98	91	88
	<b>Long Distance:</b> <ul style="list-style-type: none"> <li>Liverpool - Wigan North Western - Preston - Blackpool North</li> <li>Manchester Piccadilly/Victoria - Bolton/Atherton - Blackpool North</li> </ul>				
<b>West &amp; North Yorks Inter-urban</b>	<b>Short Distance:</b> <ul style="list-style-type: none"> <li>Leeds - Harrogate/Knaresborough</li> <li>Leeds - Harrogate - York</li> <li>Leeds - Selby</li> <li>Leeds - York</li> <li>Leeds - Halifax/Hebden Bridge/Huddersfield via Bradford Interchange</li> </ul>	99	98	91	88
	<b>Long Distance:</b> <ul style="list-style-type: none"> <li>Leeds - Carlisle</li> <li>Leeds - Blackpool North</li> <li>Leeds - Manchester Victoria</li> <li>Leeds – Morecambe</li> </ul>				
<b>West &amp; North Yorks Local</b>	<b>Short Distance:</b> <ul style="list-style-type: none"> <li>Leeds - Moorthorpe - Sheffield</li> <li>Leeds - Shipley - Bradford Forster Square</li> <li>Leeds - Ilkley</li> <li>Bradford Forster Square - Skipton</li> <li>Bradford Forster Square - Ilkley</li> <li>Wakefield - Knottingley</li> <li>Leeds - Doncaster</li> <li>Leeds - Knottingley - Goole</li> <li>Leeds - Skipton</li> <li>Leeds - Huddersfield/Marsden/Hebden Bridge via Dewsbury</li> </ul>	99	98	91	88
<b>South &amp; East Yorks Inter-urban</b>	<b>Short Distance:</b> <ul style="list-style-type: none"> <li>York - Selby/Hull</li> <li>Sheffield - Doncaster/Adwick/Scunthorpe via Rotherham Central</li> <li>Sheffield - Hull</li> <li>Doncaster - Thorne North/Goole</li> <li>Doncaster - Scunthorpe</li> <li>Hull - Bridlington - Scarborough</li> </ul>	99	98	91	88
<b>South &amp; East Yorks Local</b>	<b>Short Distance:</b> <ul style="list-style-type: none"> <li>Cleethorpes - Barton on Humber</li> <li>Huddersfield - Sheffield</li> <li>Leeds - Barnsley - Sheffield (all stops)</li> </ul>	99	98	91	88
	<b>Long Distance:</b> <ul style="list-style-type: none"> <li>Leeds - Barnsley - Sheffield (fast trains)</li> <li>Sheffield - Pontefract - York</li> <li>Sheffield - Lincoln/Cleethorpes</li> <li>Leeds - Nottingham</li> </ul>				

**North Manchester**

Short Distance:

- Manchester Victoria - Huddersfield
- Manchester Piccadilly/Manchester Victoria - Bolton/Wigan Wallgate
- Manchester Piccadilly/Manchester Victoria - Bolton - Wigan Wallgate - Southport
- Manchester Victoria - Atherton - Wigan Wallgate/Southport
- Rochdale - Wigan Wallgate - Kirkby
- Manchester Victoria - Rochdale - Todmorden
- Manchester Oxford Road/Manchester Victoria/Bolton/Blackburn - Clitheroe
- Clitheroe - Morecambe (via Blackburn and Preston)
- Liverpool - Manchester Victoria - Oldham - Rochdale

99 98 91 88

**Merseyrail City Lines**

Short Distance:

- Manchester Piccadilly/Oxford Road - Irlam - Glazebrook - Warrington Central
- Manchester Airport - Liverpool Lime Street (via Earlestown or Warrington Central)
- Liverpool Lime Street - Warrington Bank Quay/Ellesmere Port
- Ellesmere Port/Helsby - Warrington
- Liverpool Lime Street - Wigan North Western (via St Helens or Earlestown)
- Liverpool L St - Earlestown - Newton le Willows - Manchester Victoria/Oxford Road
- Liverpool Lime Street - Warrington Central

99 98 91 88

**South Manchester**

Short Distance:

- Manchester Piccadilly - Marple/Rose Hill (via Reddish North or Guide Bridge)
- Manchester Oxford Road/Piccadilly - New Mills Central/Stockport - Chinley/Sheffield
- Manchester Piccadilly - Hazel Grove
- Manchester Piccadilly - Buxton
- Manchester Piccadilly - Altrincham - Northwich - Chester
- Manchester Piccadilly - Glossop - Hadfield
- Manchester Oxford Road/Piccadilly - Macclesfield - Stoke on Trent
- Manchester Piccadilly - Manchester Airport
- Manchester Piccadilly - Crewe

99 98 91 88



person will be allowed, in the interests of other customers.

Motorised cycles (both petrol and electric), tandems, tricycles and 'Rann' type trailers cannot be conveyed.

### **13. Lost Property**

If you lose something on a train or at a station you can make an enquiry at your nearest staffed station or telephone the Northern Customer Relations team on 0845 00 00 125

If something is handed in to Northern, we will:

- Try to contact the owner, if they can be identified;
- Give a receipt to the person who handed the item in, if they ask for one;
- Keep the item for three months (unless it is something that will decay, like food); and keep a record of it.

### **14. How to Contact Us**

We value what you have to say, and by passing on your opinions you will help us to improve.

We do our best to give you the quality of service you have the right to expect. Our aim is to achieve customer satisfaction by improving our services in response to your comments.

Northern will provide information in the format and at intervals required by the DfT on the number of comments and complaints received, and our performance in dealing with them, to the DfT, PTEs and Passenger Focus, when requested.

If you wish to make any comment or complaint, please contact the Customer Relations team as follows:

Telephone: 0845 00 00 125

Textphone: 08456 045 608

(Calls are charged at local rates for these numbers from anywhere in Britain)

E-mail: [customer.relations@northernrail.org](mailto:customer.relations@northernrail.org)

Address:

FREEPOST RL5L-ABEC-BGUU

Customer Relations team,

Northern Rail Limited,

First Floor

The Travel Centre

City Railway Station

Leeds,

LS1 4DY

Staff on our trains and at our stations can provide you with contact details for the Customer Relations team. Notices providing contact information are also provided on our trains.

## 15. Seeking Your Views

Northern actively seeks your comments and opinions. Regular feedback will enable us to introduce improvements. We will achieve this by undertaking market research to establish your expectations and tell us how you think we are performing. Shortcomings identified between expectations and current performance will be targeted and acted upon.



## 16. Contacting Passenger Focus

We will always do our best to satisfy all complaints. If you still wish to take the matter further you can refer it to Passenger Focus. Passenger Focus is the official, independent watchdog for rail passengers, set up to protect and promote passengers' interests. They push for service improvements, provide free, impartial advice and can take up complaints on your behalf with train operating companies and service providers if you are not satisfied with their response.

The contact details for Passenger Focus are:

Telephone: 0300 123 2350

Fax: 0845 850 1392

Email: [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

Address:

Passenger Focus

Freepost RRRE-ETTC-LEET

PO Box 4257

Manchester

M60 3AR

Web site: [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

Email: [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

## 17. National Rail Conditions of Carriage

This Passenger's Charter does not affect your legal rights as set out in the National Rail Conditions of Carriage. Copies of the National Rail Conditions of Carriage are available from staffed stations or from the Customer Relations team at the address shown in section 1.14 above.

## 18. Other Useful Contact Numbers:

### National Rail Enquiries

All train time and fare enquiries: 08457 484950 (24 hrs)

### National Traveline

(all public transport enquiries): 0871 200 2233 (8am – 8pm daily)

### Network Rail National Helpline

(for all track and rail-side enquiries): 08457 11 41 41 (24 hrs)

### British Transport Police:

Emergencies 999

Non-emergencies 0800 40 50 40

Crimestoppers 0800 555 111 (24 hour)

Part of the **National Rail** Network

**[www.northernrail.org](http://www.northernrail.org)**

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Registered Office:

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