



Department  
for Transport

XX XXXXX XXXXX  
XXXXXXXXXX@XXXXX.XXXX

XXXXXXXXXX  
Contract Manager  
Rail Commercial  
Department for Transport  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

Ref: F0009473

Date: 20 November 2012

Dear xxxxxxxxxxxxxx,

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 – Case  
Reference F0009473**

Thank you for your information request of 17 November 2012. You requested the following information:

**'I would like any information the department possesses on geographical contact telephone numbers for Crosscountry rail (no personal numbers - merely numbers relating to customer service, head office, overseas calls, lost property etc). It is almost impossible to find any contact numbers for them which do not involve being charged significantly, and I believe it is in the public interest for means of contacting them without being charged to be made available.'**

Your request has been considered under the Freedom of Information Act 2000.

I am writing to confirm that the Department has now completed its search for the information and we hold CrossCountry's Customer Service telephone number as follows:

CrossCountry's Customer Service Department can be contacted on 0121 200 6450 or 08447 369 123. CrossCountry Customer Services will be able to refer you to any of the other departments you describe in your request.

CrossCountry advises that calls to its numbers commencing 0844 are charged at national rate, usually 10p per minute from a UK landline, though this may vary according to the service provider for the telephone from which the call is made.

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. A copy of

this response and the information provided may now be published on our website together with any related information that will provide a key to its wider context.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/01  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: [FOI-Advice-Team-DFT@dft.gsi.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gsi.gov.uk)

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

XXXXXXXXXXXXXXXXXXXX

## **Your right to complain to DfT and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF