



Department
for Transport

From the Secretary of State
The Rt. Hon. Chris Grayling

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Dear Sirs,

I am writing to you regarding the prompt payment of delay repay compensation to passengers, following the Which? investigation this week suggesting that Franchisees have refused to pay out compensation to claimants who have made a high volume of claims.

When things go wrong, and passengers experience delays and cancellations to their rail journeys, they rightly expect to be promptly compensated for the disruption caused. I want to be clear with you all: my Department obliges Franchisees to operate well-defined compensation schemes so that passengers receive appropriate redress for the disruption caused to their rail journeys. These schemes are not optional; they are not designed to be applied selectively at the discretion of Franchisees. You are obliged to accept and process *all* eligible compensation claims swiftly and fairly.

If passengers' trust in the rail industry is to be rebuilt, it is crucial that they feel they are getting a fair deal when things go wrong. I trust that Franchisees will always ensure that clear and accurate information is given to passengers regarding their compensation rights, and that *all* eligible claimants receive the compensation to which they are entitled.

Rt Hon Chris Grayling MP

SECRETARY OF STATE FOR TRANSPORT