



Department
for Transport

Rail Delays and Compensation 2025

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Department for Transport
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Forward

Rail Delays and Compensation is a tracking survey which commenced in 2016 and has since been conducted every two years (although the 2022 wave was pushed back a year to 2023 due to the pandemic). The methodology remains consistent over time; online interviews with rail passengers with targets for the number of interviews set by age, gender and region to ensure a representative sample.

The questionnaire was revised in 2025, reflecting changes in the industry such as the introduction of tickets with QR codes. A more detailed explanation of split ticketing was added to the questionnaire and some questions were revised to reflect that passengers might only be claiming for one of their split tickets. Split ticketing is when a passenger uses more than one ticket to make a journey. The journey is broken into sections, with a separate ticket for each part, even if the passenger stays on the same train. For instance, a person is travelling from Station A to Station C, they use a ticket from Station A to Station B and a ticket for Station B to Station C.

Additional questions have also been introduced about the method of claiming (manual, using a 1-click system or automatically receiving compensation) allowing more detailed reporting of the results. Table 6 lists these changes in full.

Interviews are undertaken with a sample of delayed passengers and take up to 15 minutes depending on whether they claimed compensation or not. Entitlement to compensation and claim behaviour varies by length of delay, so we report overall results and separate numbers for 15–29-minute delays and 30+ minute delays. Key results (claim rates and satisfaction with the claims process) are also reported by ethnic category and whether the participant has a disability which might make navigating the claims system difficult (see the Definitions section for more details of how these passenger groups are defined). The research objectives were to:

- a) Measure the incidence of delays experienced by passengers when travelling by train
- b) Measure the proportion of eligible passengers claiming compensation
- c) Measure passengers' satisfaction with claims processes
- d) Understand why passengers with eligible delays don't claim compensation

- e) Provide information at train company level where possible (defined as achieving a sample of 100 responses or more.) The number of responses was chosen to achieve a minimum standard of analysis.
- f) Look at attitudes and expectations towards claiming compensation amongst delayed and non-delayed passengers

This research report describes the findings from the 2025 Delays and Compensation research. It includes comparisons with the previous two waves (conducted in 2020 and 2023) where both the question design and the sample asked that question are comparable. A full methodology report has been published alongside this research report.

Definitions

The following terms are used throughout the report.

Rail passenger: anyone who has travelled by train (excluding the London Underground, DLR, metro or tram) within England, Scotland or Wales in the last 12 months.

Delayed passenger: any rail passenger delayed by at least 15 minutes on one or more occasions in the last six months.

Delay: any delay of at least 15 minutes in the last six months, whether eligible for compensation or not.

Eligible delay: a delay eligible for compensation under the rules of the appropriate train company. The main exclusions besides the length of delay are where either the journey was not undertaken or journeys impacted by services that are removed from the timetable with notice due to industrial action. In these instances, passengers are instead entitled to a full refund if they chose not to travel under the 2022 National Rail Conditions of Travel. Available from: www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/. Such refunds are outside the scope of this research.

Claimant: a rail passenger subject to an eligible delay who has either claimed for compensation or who has self-defined as having received compensation 'automatically' (see: 'Automatically claiming compensation' definition below). Includes passengers whose claim has been rejected and those awaiting a decision on their claim.

Non-claimant: a rail passenger who experienced an eligible delay who has neither claimed for compensation nor received it 'automatically'.

'Manually' claiming compensation: all other passengers who claimed compensation, including via the train company's website, through the train company's app, writing email/letter, phoning the train company, posting claim form to train company or handing a claim form in at station. Many train companies require the claimant to create a Delay Repay Account which includes details of the bank account the compensation should be paid into.

‘1-click’ compensation: the claimant receives an email from the train company detailing the delay and compensation and just needs to confirm the details are correct. In most cases the tickets need to have been purchased from the train company’s web site or app, and bank account details must have been registered with the train company.

‘Automatically’ claiming compensation: A completely automatic process where compensation requires no action by the claimant, so far only available on a c2c smartcard. Only two per cent of eligibly delayed passengers were travelling on a c2c service when experiencing their most recent eligible delay, so these claims make up a very small proportion of claims referred to in the report.

Train operating company (TOC): a train operator on the mainline England, Scotland or Wales network (commonly known as the British Rail network). Includes concessions such as the Elizabeth Line and Open Access operators such as Hull Trains. For ease of reading, referred to as a **Train Company** in this report.

Open Access operators: train companies running under an Open Access Licence (Hull Trains, Grand Central, Lumo, Heathrow Express). Each open access operator currently has its own delay compensation scheme with varying rules.

Delay Repay (DR): a compensation scheme established by the Department for Transport (DfT) and specified in contract agreements between the DfT and each train company. Introduced in 2007 and rolled out as new franchises were awarded, Delay Repay initially offered entitlement to compensation for delays of 30 minutes or more but has since been extended to offer compensation for delays of between 15 and 29 minutes on many train companies.

DR30: the original Delay Repay scheme which offers compensation for delays of 30 minutes or more.

DR15: an enhanced Delay Repay compensation scheme which offers compensation for delays of 15 minutes or more. DR15 was announced in October 2016, and the number of operators offering this scheme has since increased from just 8 in 2018, to 17 in 2020, and 18 in both 2023 and 2025.

Pay As You Go (PAYG): fare payment system where passengers touch their card or contactless device on a card reader at the start of their journey and touch out with the same card or device at the end of their journey. The train operator then calculates the fare which is charged to the passenger at the end of the day, usually subject to a “cap” or maximum charge for that day’s journeys.

Ethnic minority passengers: all passengers who self-reported their ethnicity as falling in any group other than “White English/ Welsh/ Scottish/ Northern Irish/ Irish/ Gypsy or Irish Traveller/ Any other White background” are reported as part of the ‘Black, Asian, Mixed and Other ethnic categories’.

Disabled passengers: passengers who answered 'yes' to both: 'Please advise if you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?'; and 'Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?' In the report text and tables, comparisons are made between passengers answering 'yes' to both these questions and passengers with no physical / mental health condition or long-term illnesses.

Key 2025 sample sizes (unweighted)

Rail passengers = 11,007

Passengers with an eligible delay = 4,775

Passengers with an eligible delay of 15-29 minutes = 1,799

Passengers with an eligible delay of 30+ minutes = 2,976

Total who claimed for their most recent delay = 2,162. Within which:

- a) those who claimed 'manually' for their most recent delay = 1,750
- b) those who claimed via '1-click' for their most recent delay = 279
- c) those who received compensation 'automatically' for their most recent delay = 133

Eligible and did not claim = 2,613

Passengers with no eligible delay = 6,232 (of whom 500 were asked a shorter set of questions on attitudes towards claiming for delays)

Executive summary

Introduction

Train companies pay compensation where passengers are delayed over a certain time on journeys on their services. Passengers are entitled to compensation when they are subject to a qualifying delay via a scheme known as Delay Repay. All ticket types (including season ticket holders) are covered by Delay Repay, and passengers can make a claim for delays to their rail journey, regardless of whether the train company that the passenger travelled with was responsible for the delay or it was the responsibility of infrastructure owners.

Introduced in 2007 and rolled out as new franchises were awarded, Delay Repay initially offered entitlement to compensation for delays of 30 minutes or more but has been gradually extended (see Table 1.1). Most train companies now also offer compensation for delays between 15 and 29 minutes. The number of train companies offering compensation for delays between 15 and 29 has increased from just eight in 2018 to 17 in 2020 and 18 in both 2023 and 2025.

Merseyrail, London Overground, Elizabeth Line and all but one of the open-access operators offer compensation for 30 mins+ delays only, and do not offer compensation for 15 to 30 min delays. The exception is Grand Central which continues to adhere to the original 60-minute delay threshold.

Not all passengers claim compensation for eligible delays and understanding the proportion who do claim is important for the purpose of monitoring the effectiveness of delays and compensation policies and processes. Rail Delays and Compensation is a tracking study conducted every two years (although the 2023 wave was delayed a year due to the pandemic) intended to inform policy in this area.

Research methodology

The research methodology consisted of an online survey among rail passengers with quotas set by age, gender and region. Questionnaires were completed by a sample of eligibly delayed passengers and took up to 15 minutes to complete, depending on whether they claimed compensation or not. Respondents were recruited by email invitation from consumer web panels maintained by Dynata, Prodege and CINT.

There were four elements to the online fieldwork:

1. Screening to identify rail passengers (defined as using rail at least once in the past twelve months). There were 11,007 passengers who used rail in the last 12 months.
2. The 11,007 rail passengers were then asked whether they had experienced any delayed journey in the last six months, including details about the length of delay and the train companies on which they were delayed. This was to determine whether any delays they had experienced were eligible for compensation. Of the 11,007 rail passengers, 4,775 passengers had experienced a delay that was eligible for compensation.
3. These 4,775 eligibly delayed passengers were asked a full suite of questions about their most recent eligible delay. They were also asked a shorter set of questions on their general attitudes to claiming delay compensation.
4. In addition, these questions on general attitudes to claiming were asked to 500 passengers who had not experienced an eligible delay. This was done to provide a comparative view of delayed and non-delayed passengers' attitudes. The 500 passengers were randomly selected from the pool of qualified survey participants to ensure a representative sample.

Questionnaires were completed between 13th and 25th March 2025 – consistent with the fieldwork periods across all the previous waves of the research.

Experience of delays

Table ES1 shows the incidence of delays, defined as the proportion of passengers who experienced any delay of 15 minutes or more in the past six months. The overall proportion of rail passengers delayed by 15 minutes or more increased slightly, but the difference (59% vs 58% in 2023) was not significant, and the incidence was still below the 62% recorded in the 2020 research.

Not all delays are eligible for compensation, so the table differentiates between the incidence of all delays and that of eligible delays. The proportion of rail passengers subject to an eligible delay increased from 51% to 55% compared to 2023. While this increase is significant, it only takes the incidence of eligible delays back to the level seen in the 2020 research.

Table ES1: Incidence of delays (trend data)

	2020	2023	2025
Any delay of 15+ minutes	62%	58%	59%
Any eligible delay	55%	51%	55%
Base	11,656	10,028	11,007

S7a In the last six months, have you been delayed 30 minutes or more on any train journeys within England, Scotland or Wales?

S8a In the last six months, have you been delayed by 15-29 minutes on any train journeys within England, Scotland or Wales?
Base = All who made a journey by train.

Sixty-three per cent of passengers reported that their most recent delay occurred when travelling for leisure or personal business purposes (a significant drop from 65% in 2023). There was a corresponding increase in the proportion delayed while making a commuter journey (up three percentage points to 31%). The proportion of delays which occurred while on company business continued to slowly decline (down one percentage point to only six per cent in 2025).

Proportion claiming compensation

The proportion of eligibly delayed passengers who claimed compensation dropped slightly (but not significantly) since the 2023 research to 45% (a two-percentage point decrease). This was the first time since the research began that the claim rate declined between waves. The proportion of passengers who claimed but were unsuccessful increased from 4% to 5%.

Table ES2: Proportion claiming compensation (trend data)

	2020	2023	2025
Yes – automatically received compensation	6%	11%	8%
Yes – and claim was successful	24%	27%	28%
Yes – but claim was unsuccessful	4%	4%	5%
Yes – but claim is still pending	3%	4%	4%
<i>Total claiming</i>	37%	47%	45%
No – didn't even think about it	30%	23%	24%
No – didn't think I could claim	25%	23%	23%
No – knew I could but chose not to claim	9%	7%	8%
No – expected discount/extra day(s) on my next journey	<1%	<1%	<1%
Base	4,129	4,744	4,775

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

The proportion of passengers who claimed compensation for a delay of 30 minutes or longer decreased significantly from 2023 (from 54% in 2023 to 51%). Since most eligible delays in the survey were 30 minutes or longer, the reduced claim rate for these longer delays was the main contributor to the overall decline in the claim rate. Passengers continued to be less likely to claim for 15-29-minute delays with the proportion of passengers who claimed compensation dropping slightly but not significantly (from 35% to 34%).

The proportion of passengers who claimed compensation varied significantly by journey purpose. The proportion of commuters who made claims for their delayed journey significantly decreased (from 52% to 48%). Leisure and personal business travellers had the lowest claim rate, down one percentage point at 43%. Those who travelled on company business were the highest proportion claiming (53%, unchanged since 2023) although this made up only 6% of those who travelled.

The proportion of passengers who claimed compensation differed significantly by train company sector. The proportion who claimed on long distance train companies (including Open Access) was consistently the highest and this was unchanged at 54% in 2025.

The claim rate amongst passengers travelling with one of the regional train companies' passengers was the lowest (35%, down one percentage point since 2023). The decline in overall claim rates in 2025 was driven by passengers travelling on the London & South East train companies, which was significantly down from 47% to 43%.

The claims process

Over three quarters (80%) of passengers were informed in at least one way that they could claim, most commonly via a message from the train company (28%). Tannoy announcement on the train' was the next most selected (20%), followed by 'looked on the web' and 'train/station staff told you' (both 18%). Messaging from other ticket resellers was an uncommon way for passengers to be informed they could claim

Three quarters (73%) of claimants made their compensation claim online, down from 75% in 2023 (which was not a significant change). Of these, 46% claimed via the train company's website, 21% via the train company's app, while a far smaller minority claimed through another organisation's website (4%) or app (2%). The increase in proportion who claimed via the train company's app and the decrease who claimed via the web site since 2023 (from 16% and 54% respectively) were both significant.

A quarter (27%) of claimants did not claim online, up two percentage points since 2023 (again this change was not significant). There was a roughly even split between those who posted a claim form to the train company (10%), or who wrote or phoned the train company (9%), and those who handed in a claim form to the station (7%).

Of those who claimed online, three-in-four (75%) claimed via a Delay Repay account (up from 71% in 2023 which was not a significant change). The top reason for not doing so continued to be lack of awareness.

In 2025, 82% of passengers who claimed 'manually' or via '1-click' received an acknowledgement of their claim being processed. In previous waves this question was only asked of those claiming 'manually', amongst the comparable sample the proportion receiving an acknowledgement declined from 81% to 80% (which is not significant).

Speed of response to claim

Almost all passengers (98%) claiming 'manually' or via '1-click' said they received a decision within four weeks. This is in line with the ORR's expectation for train companies to resolve compensation claims within 20 working days.

In previous waves, this question was only asked of those claiming 'manually'. Amongst the comparable sample, there was a considerable improvement in response times since the research began. Between 2020 and 2023 there was a dramatic increase in the proportion of claims passengers reported were settled in less than one week (from 33% to 62%). Between 2023 and 2025 there was a further small improvement from 62% to 65%.

Just under one-in-five claimants (18%) needed to prompt the train company for a response to their claim. In previous waves, this question was only asked of those who claimed 'manually'. Amongst the comparable sample, there was a significant improvement (reduction) compared to 2023 of four percentage points. It is worth noting that this metric has improved consistently over time, from 24% in 2020 and 29% in 2018.

Satisfaction with the claims process

Those who claimed were asked to rate their satisfaction with eight attributes concerning the claims process, the order of which was randomised to avoid any bias in the scores. Three of these attributes were asked only of successful claimants, while the remaining five were asked of all claimants. In 2025, a ninth attribute 'the fairness of the appeals process' was added to the question and asked of only claimants who had appealed.

Until 2020, only 'manual' claimants were asked these questions, in 2023 a number of attributes were also asked of 'manual', '1-click' and 'automatic' claimants. In 2025 '1-click' claimants were also asked the majority of the remaining attributes - automatic claimants were not included in this as many of these questions were irrelevant to the process of automatic claiming. Full details of these changes are shown in Table 7.1.

Table ES3 is based on all claimants and shows that claimant satisfaction was generally high across most attributes. The top three satisfaction scores were recorded for the following attributes: 'the form in which you got your compensation' (89%), 'the speed you got your compensation' (82%), and 'the value of compensation you received' (81%). Claimant satisfaction on 'the train company alerting me of my right to claim compensation' continues to lag the remainder of the attributes, although the gap closed significantly this wave.

Table ES3: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') and trend amongst all claimants

	2020	2023	2025
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/ smartcard)	87%	89%	89%
The speed you got your compensation	74%	81%	82%
The value of the compensation you received	76%	81%	81%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	76%	79%
The ease of completing the compensation claim process	72%	73%	77%
The ease of finding out how to claim compensation	71%	71%	77%
The speed with which you received a response	68%	69%	76%
The fairness of the appeals process	-	-	72%
The train company alerting me of my right to claim compensation	51%	58%	71%
Base	972 to 1,257	1,678 to 1,831	361 to 2,148

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know).

Because the eligibility for these questions changed over time, to provide a consistent basis to compare trends Table ES4 shows the results amongst manual claimants only. Those claiming 'manually' were significantly less satisfied with the claims process than '1-click' claimants, even on factors which did not vary by claims method such as the value of the compensation. Those who received compensation 'automatically' fell between the other two groups.

As a result, the trend data appears slightly less favourable than presented in Table ES3. Satisfaction with most aspects of the claims process remained stable since 2023, however there were significant improvements on some lower scoring statements around the start of the claims process. Notably, for those claimants who claimed manually, the proportion of passengers who reported satisfaction with the train company 'alerting me of my right to claim compensation' there was a substantial increase, a rise of 15 percentage points since 2020 and eight since 2023.

Table ES4: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') and trend amongst those claiming 'manually'

	2020	2023	2025
The form in which you got your compensation	87%	87%	88%
The speed you got your compensation	74%	77%	79%
The value of the compensation you received	76%	77%	78%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	76%	77%
The ease of completing the compensation claim process	72%	73%	74%
The ease of finding out how to claim compensation	71%	71%	74%
The speed with which you received a response	68%	69%	73%
The fairness of the appeals process	-	-	66%
The train company alerting me of my right to claim compensation	51%	58%	66%
Base	972 to 1,257	1,300 to 1,692	361 to 1,744

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?
Base = All claiming compensation 'manually' (excluding don't know).

Across the various journey purposes, there were limited differences in the proportion of all claimants who were satisfied with each element. However, satisfaction among those commuting was significantly higher than among leisure travellers regarding 'the train company alerting me of my right to claim compensation.' Conversely, leisure travellers reported higher satisfaction than commuters in relation to 'the value of the compensation you received' and 'the form in which you got your compensation.'

There were limited differences in satisfaction between White ethnic category passengers and passengers who are members of Black, Asian, Mixed and Other ethnic categories.

The proportions of disabled passengers who were satisfied with each aspect of the claim process were generally lower than the scores for disabled passengers, especially for 'the ease of completing the compensation claim process' (74% vs 79%), 'the method by which you could claim compensation (73% vs 81%)' and the speed with which you received a response' (73% vs 78%). In all three cases the difference was significant.

Why some passengers don't claim compensation

Non-claimants fell into three categories: those unaware that they could claim (24% of all potential claimants); those who believed they were ineligible to claim (23%); and those who were aware but then decided not to claim (8%).

Four-in-ten (41%) of those aware but who decided not to claim selected 'it was not worth bothering for the amount they would get back', which was a decrease from 2023 (47%). The next most selected reason for not claiming was the belief that 'it would take too much time', selected by just under one-in-five (17%).

When this data is looked at in terms of the fare paid, the proportion selecting 'it was not worth bothering for the amount they would get back' does not significantly decline until the £75 level is reached. The proportion who selected 'it was not worth bothering for the amount they would get back' varied by the length of delay (which of course impacted on the amount of compensation due). This option was selected by 50% whose delay was 15–29 minutes, compared to 33% of those delayed 30+ minutes (compared to 53% and 43% respectively in 2023).

There was a clear relationship between the expected value of compensation and the proportion of individuals who considered it worth claiming, observed across both claimants and non-claimants. For compensation amounts under £10, approximately 15-percentage points fewer non-claimants believed it was worth submitting a claim (41% vs 55%). However, as the value of compensation increased, the proportion of non-claimants who believed it was worth claiming gradually became similar to the proportion of claimants who believed it was worth claiming. For example, for compensation of £50 or more, the difference between the groups was negligible (92% vs 94% believe it is worth submitting a claim).

Attitude to claiming

The results in this section were analysed by eligibly delayed passengers who claimed, eligibly delayed passengers who didn't claim, and the sample of 500 passengers who had experienced no delay of 15 minutes or more.

Passengers were asked to select their two most preferred ways of claiming compensation. There was an overall preference for claiming through the train company's website or app (each selected by 39% of passengers overall). These methods had broad appeal with 37% to 44% of passenger across all 3 groups choosing them. 'Receive compensation automatically without submitting a form' was preferred by many of those who hadn't claimed or who had not been delayed, making it the third most selected method (selected by 36% overall).

When asked about their preferred form of compensation, over half of passengers across all groups selected a 'refund to their bank account', with between 53% and 55% expressing this preference. The only other option chosen by more than one-in-ten respondents in any group was a 'refund to their credit card', which was preferred between 21% and 26% of participants depending on the group.

Passengers were asked to select the best ways in which they could be told about their right to claim compensation when a delay was eligible. Responses were more varied than for preferred methods of claiming and forms of compensation. The most selected option was 'notified directly by the train company via email/text'. This was popular amongst those with No delay / no eligible delay (46%). A group of three options were each selected by between a quarter (25%) and a third (33%) of passengers in each group. These were 'notified through the train company's app', 'tannoy announcements on the train' and 'announcements by train or station staff'.

Among those with No delay / no eligible delay, receiving a 'claim form handed out on the train or at the station was also a popular option (selected by 28%)', making it the fifth ranked option overall. No other option was chosen by more than one-in-five participants of any group.

1. Introduction

Research objectives

Train companies pay compensation where passengers are delayed over a certain time on journeys on their services. Not all passengers claim compensation for eligible delays and understanding the proportion who do claim is important for the purpose of monitoring the effectiveness of delays and compensation policies and processes.

Rail Delays and Compensation is a tracking study which commenced in 2016 and has since been conducted every two years (although the 2023 wave was delayed a year due to the pandemic). The Department for Transport and Transport Focus commissioned the independent research agency 2CV to conduct the 2025 wave. The research objectives were to:

- a) Measure the incidence of delays experienced by surveyed passengers when travelling by train
- b) Measure the proportion of eligible passengers claiming compensation
- c) Measure passengers' satisfaction with the claims processes
- d) Understand why passengers with eligible delays don't claim compensation
- e) Provide information at train company level where possible (defined as achieving a sample of 100 responses or more)
- f) Look at attitudes and expectations towards claiming compensation amongst delayed and non-delayed passengers

Passenger compensation schemes

Historically, compensation was offered under the 'Passenger's Charter' to those travelling on single or return tickets who were delayed for 60 minutes or more, but in many cases delays outside the train companies' control were excluded. A separate regime covered season ticket holders, based on compensation for 'void days' where performance fell below a certain level. In most cases, the equivalent number of days were added to the passenger's subsequent season ticket upon renewal.

Train companies now run a scheme known as Delay Repay, which compensates rail passengers when they are subject to a qualifying delay. All ticket types (including season ticket holders) are covered by Delay Repay, and passengers can make a claim for delays to their rail journey, regardless of whether the train company that the passenger travelled with was responsible for the delay or it was the responsibility of infrastructure owners.

Introduced in 2007 and rolled out as new franchises were awarded, Delay Repay initially offered entitlement to compensation for delays of 30 minutes or more but has been gradually extended. Most train companies now also offer compensation for delays between 15 and 29 minutes. The number of train companies offering compensation for delays between 15 and 29 has increased from just eight in 2018 to 17 in 2020 and 18 in both 2023 and 2025.

Merseyrail, London Overground, Elizabeth Line and all but one of the open-access operators only offer compensation for 30 mins+ delays (and do not offer compensation for 15-29 minutes delays). The exception is Grand Central which continues to adhere to the original 60-minute delay threshold.

Different ways of claiming compensation

There are three main ways a delayed passenger can claim or receive compensation:

1. **Manually claiming;** in most cases this involves completing a web form on the train company's web site. Many train companies require the claimant to create a Delay Repay Account which includes details of the bank account the compensation should be paid into.
2. **1-click compensation;** the claimant receives an email from the train company detailing the delay and compensation and just needs to confirm the details are correct. In most cases the tickets need to have been purchased from the train company's web site or app, and bank account details must have been registered with the train company.
3. **Automatic compensation:** a completely automatic process, so far only available on c2c Smartcards only.

The table below shows the compensation schemes by train company at the time of the 2025 research; these have not changed since the 2023 wave.

Table 1.1: Summary of delay compensation schemes by train company

Train company	Delay compensation scheme	Automatic or 1-click compensation
Avanti West Coast	DR15	1-click compensation scheme on Advance tickets purchased from AWC with registered details
c2c	DR15	Automatic compensation on some tickets (c2c Smartcards only)
Caledonian Sleeper	DR30	
Chiltern Railways	DR15	1-click compensation on Advance tickets purchased from Chiltern's website with registered details
CrossCountry	DR30	
East Midlands Railway	DR15	1-click compensation scheme on Advance tickets purchased from EMR with registered details
Govia Thameslink Railway (Gatwick Express, Great Northern, Southern Railway)	DR15	1-click compensation scheme in place for Smartcard tickets only
Grand Central	Delays of 60 minutes or more	
Great Western Railway	DR15	1-click compensation scheme in place for on Smartcard tickets and Advance tickets purchased from GWR website with registered details
Greater Anglia	DR15	
Heathrow Express	DR15	
Hull Trains	DR30	
London North Eastern Railway	DR30	1-click compensation scheme on Advance tickets purchased from LNER website, with registered details
London North Western	DR15	
London Overground	Non-fault delays of 30 minutes or more (excluding delays that are outside the train company's control).	
Lumo	DR30	
Merseyrail	Delays of 30 minutes or more for journeys entirely on the Merseyrail Northern or Wirral line.	
Northern	DR15	1-click compensation scheme on Advance tickets purchased from Northern website, with registered details
ScotRail	DR30	

South Western Railway (including Island Line)	DR15	1-click compensation scheme in place for season tickets purchased on Smartcard from SWR website and Advance tickets purchased from SWR website with registered details
Southeastern	DR15	Automated 1-click compensation scheme in place for season tickets purchased on Smartcard from Southeastern website and Advance tickets purchased from Southeaster website with registered details
The Elizabeth Line	Compensation for delays of 30 minutes or more (excluding delays that are outside of the train company's control).	
TfW Rail	DR15	
TransPennine Express	DR15	Automated 1-click compensation scheme on Advance tickets purchased from TPE with registered details
West Midlands Trains	DR15	

2. Methodology

Data collection

The data collection method for the 2025 wave was consistent with the previous waves (in 2023, 2020, 2018 and 2016). The data was collected via an online quantitative survey. Respondents were recruited by email invitation from consumer web panels maintained by Dynata, Prodege and CINT. Digital fingerprinting was used to ensure that members of more than one panel could only take the survey a single time.

There were four elements to the online fieldwork:

1. Screening to identify rail passengers (defined as using rail at least once in the past twelve months). There were 11,007 passengers who used rail in the last 12 months.
2. The 11,007 rail passengers were asked whether they had experienced any delayed journey in the last six months, including details about the length of delay and the train companies on which they were delayed. This was to determine (based on the information provided by the passenger) whether any delays they had experienced were eligible for compensation. Of the 11,007 rail passengers, 4,775 passengers had experienced a delay that was eligible for compensation.
3. These 4,775 eligibly delayed passengers were asked a full suite of questions about their most recent eligible delay. They were also asked a shorter set of questions on their general attitudes to claiming delay compensation.
4. In addition, these questions on general attitudes to claiming were asked to 500 passengers who had not experienced an eligible delay. This was done to provide a comparative view of delayed and non-delayed passengers' attitudes.

Sample size achieved (unweighted)

A total of 4,775 questionnaires were completed by passengers who had experienced an eligible delay and who could recall the train company on which they were travelling. The table below shows the split of responses by train company (where train companies have more than one brand such as Govia Thameslink Railway and West Midlands Trains, the counts are shown for each individual brand).

A further 500 questionnaires were completed by passengers who had not experienced an eligible delay in the last six months. These passengers were asked the part of the questionnaire focusing attitudes towards claiming compensation and their preferred means of communications. These findings are detailed in section nine of this report.

Table 2.1: Unweighted sample sizes of delayed passengers by train company

Train Operator			
Avanti West Coast	445	London North Eastern Railway (LNER)	250
c2c	113	London and North Western Railway	116
Caledonian Sleeper	16	London Overground	162
Chiltern Railways	109	Lumo	9
CrossCountry	192	Merseyrail	36
East Midlands Railway	285	Northern	320
Elizabeth Line (previously known as TfL Rail)	123	ScotRail	167
Gatwick Express	103	South Western Railway	255
Grand Central	4	Southeastern	252
Great Northern	164	Southern	189
Great Western Railway	424	Thameslink	204
Greater Anglia (including Stansted Express)	207	TfW Rail	184
Heathrow Express	60	TransPennine Express	175
Hull Trains	22	West Midlands Trains	189

Weighting

The survey data was weighted to ensure that the sample mix was representative of the population of rail passengers in England, Scotland and Wales. Full details of the weighting process can be found in the Technical Report, but this section provides a summary.

Data from the most recent National Travel Survey (NTS) and from the Office for National Statistics (ONS) National mid-year population estimates were used to model the population of rail passengers in each of 132 cells based on gender, six age categories and the nine English regions, plus Scotland and Wales.

Interlocking targets were set for each of these cells based on the proportion they made up of all rail passengers. The weighting approach was based on the ratio between the proportion of estimated rail passengers, and the proportion of recruited participants in each of the 132 cells.

Interpreting the data

Unless otherwise stated, all reported results are based on weighted data and base numbers are the equivalent unweighted sample sizes.

The calculation of performance results excludes the answer categories of 'don't know'/'no opinion'/'not applicable' unless stated otherwise. There are a small number of questions where 'don't know' has been included in the base as a valid response. These relate to topics requiring a definitive action by the participant, such as chasing an outstanding compensation claim. Our logic for including 'don't know' for these questions is that if the participant couldn't remember whether they'd needed to chase, then they almost certainly hadn't chased.

Comparisons in the text between any passenger groups (e.g. females and males) are referred to as 'significant' where the difference between the groups was statistically significant at the 5% level. In a small number of cases differences have been referred to in the commentary which are not significant but were felt important to help understand the data.

3. Experiences of delays

Incidence of delays

Table 3.1 shows the incidence of delays in total, defined as the proportion of passengers who experienced one or more delays of 15 minutes or more in the past six months. The overall proportion of rail passengers delayed increased slightly compared to 2023, but the difference was not significant, and the incidence was still below the 62% recorded in the 2020 research.

Table 3.1: Incidence of delays (trend data)

	2020	2023	2025
15-to-29-minute delays	46%	45%	47%
30+ minutes delay	44%	49%	48%
Any delay of 15+ minutes	62%	58%	59%
Any eligible delay	55%	51%	55%
Base	11,656	10,028	11,007

S7a In the last six months, have you been delayed 30 minutes or more on any train journeys within England, Scotland or Wales?

S8a In the last six months, have you been delayed by 15-29 minutes on any train journeys within England, Scotland or Wales?

Base = All who made a journey by train.

Not all delays are eligible for compensation, so the table differentiates between all delays and eligible delays. The key variable which determined a delay's eligibility was whether it fell into the length of delay that the train company allowed compensation claims for, as shown in Table 1.1.

Since 2020 the trends in the proportion of passengers with any delay of 15 minutes or more and those with any eligible delay were directionally consistent (declining in 2023 and increasing in 2025), but the magnitude of the differences between waves varied slightly between the two measures. We believe this was due to sampling error, since the number of train companies offering DR15 only increased from 17 to 18 since 2020.

Delay characteristics

Among passengers who experienced an eligible delay, 89% reported that their most recent eligible delay was of one hour or less (an increase of two percentage points since 2023). Only a small minority of passengers experienced a delay lasting two hours or more or didn't reach their intended destination by train (two per cent and one per cent respectively).

Amongst those delayed by up to one hour, the proportion reporting that their most recent eligible delay for compensation was between 30 and 60 minutes remains stable at 51%. Following a drop in 2023, there was a significant increase in the proportion reporting that their most recent delay was between 15 to 29 minutes (up two percentage points from 36% in 2023 to 38% in 2025).

Table 3.2: Duration of most recent delay (trend data)

	2020	2023	2025
15 to 29 minutes	40%	36%	38%
30-60 minutes	47%	51%	51%
<i>Total up to 1 hour</i>	<i>87%</i>	<i>87%</i>	<i>89%</i>
1-2 hours	9%	9%	8%
Over 2 hours	4%	3%	2%
I didn't reach my intended destination by train	1%	1%	1%
Base	4,129	4,744	4,755

Q15 How long was the delay you experienced on this occasion?

Base = All who experienced an eligible delay.

Sixty-three per cent of passengers reported that their most recent delay occurred while they were travelling for leisure or personal business purposes (a significant drop from 65% in 2023). There was a corresponding increase in the proportion delayed while making a commuter journey (up three percentage points from 2023 to 2025). The proportion of delays which occurred while on company business continued to decline (from eight per cent in 2020 to six per cent in 2025).

Table 3.3: Journey purpose when delayed (trend data)

	2020	2023	2025
Leisure / Personal business	61%	65%	63%
Commuting	29%	28%	31%
Company business	8%	7%	6%
Other	3%	1%	1%
Base	4,129	4,744	4,775

Q6 What was the main reason for making this journey?

Base = All who experienced an eligible delay.

Trend results for the causes of the delay should be treated with caution since several of the answer codes were amended for the 2025 research and the answer code of 'the train didn't run because of strike/industrial action' was introduced in the 2023 research.

There was a significant drop in the proportion delayed due to a train arriving or departing late, from 61% in 2023 to 53% in 2025. There was also a significant drop in the proportion saying the train they wanted to catch was cancelled, from 25% in 2023 to 21% in 2025. Since 2023 there were increases in a variety of the other causes including trains being diverted (up two percentage points) and missing a connecting train (up one percentage point).

As detailed in the Technical Report, delayed passengers who only answered 'the train didn't run because of strike/industrial action' were excluded from the survey since passengers cannot claim Delay Repay on services which are removed from the timetable with notice due to industrial action.

Delayed passengers who answered both this code and another code were assumed to have been eligibly delayed and were included in the research. Three per cent answered both this code and at least one of the other codes, a reduction of two-percentage points since the 2023 wave, reflecting the reduced level of industrial disruption on the network in late 2024 and early 2025.

Table 3.4: Causes of delay (trend data)

	2020	2023	2025
Train arrived at the destination station late**	54%	49%	43%
Train left the station where I boarded late**	25%	21%	16%
<i>NET Total - train late</i>	79%	61%	53%
Train I wanted to catch was cancelled	24%	25%	21%
Missed a connecting train	4%	6%	7%
Train overcrowded, could not board	3%	6%	6%
Train was diverted	7%	5%	7%
Train didn't run because of strike/industrial action*	-	5%	3%
Needed to go from a different station	3%	4%	5%
Other	8%	6%	9%
Base	4,129	4,744	4,775

Q16 In what way(s) were you delayed? (Multi-select)

Base = All who experienced an eligible delay.

* New code added 2023.

** Answer text updated 2025 (previous wording was 'Train arrived late' and 'Train left the station late').

4. Claiming compensation

Trends in claim rates over time

The proportion of eligibly delayed passengers who claimed compensation dropped slightly but not significantly since the 2023 research to 45% (a two-percentage point decrease). This was the first time since the commencement of the research that the claim rate declined between waves. The percentage who said they claimed but were unsuccessful increased from four per cent to five per cent.

Table 4.1: Proportion claiming compensation (trend data)

	2020	2023	2025
Yes – automatically received compensation	6%	11%	8%
Yes – and claim was successful	24%	27%	28%
Yes – but claim was unsuccessful	4%	4%	5%
Yes – but claim is still pending	3%	4%	4%
<i>Total claiming</i>	37%	47%	45%
No – didn't even think about it	30%	23%	24%
No – didn't think I could claim	25%	23%	23%
No – knew I could but chose not to claim	9%	7%	8%
No – expected discount/extra day(s) on my next journey	<1%	<1%	<1%
Base	4,129	4,744	4,775

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

Trends in claim rates over time by delay length

The proportion of passengers claiming compensation for a delay of 30 minutes or longer decreased significantly since 2023 (from 54% in 2023 to 51%). Since most eligible delays amongst survey respondents were 30 minutes or longer, the claim rate for these longer delays was the main contributor to the overall decline in the claim rate.

Passengers were less likely to claim for shorter delays with the proportion of passengers claiming compensation dropping slightly but not significantly (from 35% in 2023 to 34%).

Table 4.2: Proportion claiming compensation by delay length (trend data)

	2020	2023	2025
15-29 minutes delays	22%	35%	34%
30+ minutes delays	46%	54%	51%
Base	1,644 15-29 minutes delays, 2,485 30+ minutes delays	1,703 15-29 minutes delays, 3,041 30+ minutes delays	1,799 15-29 minutes delays, 2,976 30+ minutes delays

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

Table 4.3 shows the profile of 30+ minutes delay claims over time in more detail. The number of survey respondents who received compensation automatically or via 1-click for their most recent eligible 30+ minute delay dropped significantly from 13% in 2023 to 9% in 2025. The number that did not even think about claiming increased slightly by one percentage point as did the number who didn't think they could claim - again up by one percentage point.

Table 4.3: Proportion with 30+ minute delay claiming compensation (trend data)

	2020	2023	2025
Yes – automatically received compensation	7%	13%	9%
Yes – and claim was successful	30%	32%	32%
Yes – but claim was unsuccessful	5%	5%	6%
Yes – but claim is still pending	4%	5%	4%
<i>Total claiming</i>	<i>46%</i>	<i>54%</i>	<i>51%</i>
No – didn't even think about it	25%	20%	21%
No – didn't think I could claim	21%	20%	21%
No – knew I could but chose not to claim	8%	7%	7%
No – expected discount/extra day(s) on my next journey	<1%	<1%	<1%
Base	2,485	3,041	2,976

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = Most recent 30 min+ eligible delay.

Table 4.4 shows the profile of 15–29-minute delay claims over time in a similar format. Compared with 2023, there was a significant decrease in those who received compensation automatically (from eight per cent to six per cent) and a significant increase in the number with an unsuccessful claim (from three per cent to five per cent).

The number who didn't think they could claim decreased significantly (a three-percentage point decrease to 26%) in this wave. This reflected a long-term trend that awareness of the right to claim under DR15 had steadily increased since its introduction, although it remained lower than awareness of the original 30-minute claims' regime.

Table 4.4: Proportion with 15–29-minute delay claiming compensation (trend data)

	2020	2023	2025
Yes – automatically received compensation	4%	8%	6%
Yes – and claim was successful	13%	20%	21%
Yes – but claim was unsuccessful	3%	3%	5%
Yes – but claim is still pending	1%	4%	3%
<i>Total claiming</i>	22%	35%	34%
No – didn't even think about it	38%	29%	30%
No – didn't think I could claim	30%	29%	26%
No – knew I could but chose not to claim	9%	8%	9%
No – expected discount/extra day(s) on my next journey	<1%	<1%	<1%
Base	1,644	1,703	1,799

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = Most recent 15-29 mins eligible delay.

Variations in claim rates by delay length

Table 4.5 shows that the proportion of passengers who claimed increased the longer the delay. The proportion who claimed ranges from a third (34%) of those delayed by 15-29 minutes to over three quarters (78%) of those delayed by two hours or more. There was no significant difference in the proportions claiming for any of the delay lengths between 2023 to 2025.

Table 4.5: Proportion claiming compensation by delay length (trend data)

	2020	2023	2025
15-29 minutes	22%	35%	34%
30-60 minutes	42%	50%	48%
1-2 hours	60%	70%	66%
Over 2 hours	71%	71%	78%
Base	1,644 15-29 minutes 1,928 30-60 minutes 353 1-2 hours 160 over 2 hours	1,703 15-29 minutes 2,426 30-60 minutes 423 1-2 hours minutes 129 over 2 hours	1,799 15-29 minutes 2,414 30-60 minutes 377 1-2 hours 92 over 2 hours

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

A new question introduced to the 2025 research also asked about the usual journey length (rather than the delay length). As the journey length increased, the proportion who claimed grew, but the variations were smaller than those for the delay length (ranging between 38% for a journey of 30 minutes or less to 52% for a journey of an hour or more).

Variations in claim rates by journey purpose and ticket cost

Table 4.6 shows that the proportion of passengers who claimed compensation continued to vary significantly by journey purpose. The proportion of commuters making claims for their delayed journey had significantly decreased (from 52% to 48%). Leisure and personal business travellers had the lowest claim rate, virtually unchanged since 2023 at 43%. Those who travelled on company business had the highest proportion claiming (53%, unchanged since 2023) although this was made up of only 6% of those who travelled.

Table 4.6: Proportion claiming compensation by journey purpose (trend data)

	2020	2023	2025
Company business	43%	52%	53%
Commuting	42%	52%	48%
Leisure / Personal business	33%	44%	43%
Base	332 business 1,185 commuters 2,504 leisure	353 business 1,270 commuters 3,121 leisure	311 business 1,423 commuters 3,041 leisure

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

The claim rate for more expensive tickets has always been higher and that remained the case in this wave. Claim rates had decreased since 2023 for tickets costing up to £9.99 and £50.00 and over, but neither change was significant

Table 4.7: Proportion claiming compensation by ticket cost - non-season holders (trend data)

	2020	2023	2025
Up to £9.99	24%	34%	32%
£10.00-£49.99	38%	47%	47%
£50.00 and over	50%	59%	55%
Base	1,032 up to £9.99, 1,940 £10-£49.99, 570 £50+	1,043 up to £9.99, 2,377 £10-£49.99, 748 £50+	1,019 up to £9.99, 2,451 £10-£49.99, 732 £50+

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All non-season ticket holders who experienced an eligible delay.

Variations in claim rates by ticket type and format

Table 4.8 shows that the proportion of passengers claimed compensation continued to vary significantly by ticket type. It should not be assumed that this result was driven by the average fare paid for each ticket type, for example the claim rate for returns (average fare £30 off peak and £37 anytime) was lower than that for singles (average fare £19 off peak and £21 anytime). For a given delay length, the proportion of a single ticket price which was paid as compensation was greater than the proportion of a return and we believe that may have affected the claim rates.

Claim rates were highest for journeys made using a season ticket, although the proportion who claimed fell significantly between 2023 and 2025 (from 71% to 63%). Over half (54%) of delayed passengers made a claim for a journey on a single ticket claim and this was very similar to the 2023 result (56%). The proportion who claimed while travelling on an Advanced Single was higher than for other types of single (75% vs 54%). Passengers travelling on a One-day travelcard were the final group with over half claiming, and the proportion had increased from 45% to 51% in 2023.

The two other main ticket types (returns and passengers using Pay as You Go - PAYG) both had claim rates below a half, although the impact of the claim rate for returns on the overall result was considerably more important due the greater number of passengers affected. Two-fifths (43%) of those travelling on a return claimed, the same proportion as 2023. There was no equivalent split between Advanced and other returns, since Advanced returns are two singles.

Finally, the number who claimed when delayed using PAYG had dropped significantly from 35% in 2023 to 23% in 2025. PAYG usage was dominated by London and South East and the decline in claiming by passengers using PAYG was a contributing factor to the decline in the proportion claiming on London & South East train companies (see Table 4.12). There was an increase in the number of passengers who used PAYG since 2023 probably due to its rollout to additional stations, but that increase was not sufficient to explain the decline in claim rates.

Table 4.8: Proportion claiming compensation by ticket type (trend data)

	2020	2023	2025
Advanced single	64%	73%	75%
Other single (Anytime, Day or Off Peak)	42%	51%	54%
<i>Total single</i>	<i>45%</i>	<i>56%</i>	<i>51%</i>
Return	34%	43%	43%
Season ticket	57%	71%	63%
One day travelcard	39%	45%	51%
Pay As You Go (PAYG)	-	35%	23%
Base	697 singles 2,655 returns 292 seasons 264 travelcards	805 singles 3,042 returns 339 seasons 284 travelcards 213 PAYG	791 singles 3,018 returns 372 seasons 300 travelcards 242 PAYG

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

There were also significant variations in claim rates by ticket format (although since ticket formats were related to length and cost of journey it was not possible to identify any causality with the ease of claiming for particular formats).

Table 4.9: Proportion claiming compensation by ticket format (2025 results)

	2025
Barcode/QR code printed at home	70%
A smartcard where you have bought a ticket and loaded it on	57%
A smartcard with Pay as you Go, where the fare is taken after the journey (e.g. Oyster)	54%
A barcode/QR code on your smartphone (e.g. in an email, App or digital wallet)	52%
No physical ticket - tapped in with contactless mobile payment (e.g. Apple Pay, Google Pay)	42%
Printed ticket with a QR code from a ticket office, ticket machine, mobile station or station/train staff	38%
Orange cardboard ticket with magnetic strip	36%
No physical ticket - tapped in with contactless debit / credit card	35%
Other	17%
Base	173 barcode/ QR code printed 327 smartcard with ticket loaded 298 smartcard with PAYG 1,453 barcode/QR code on phone 442 contactless mobile payment 947 printed barcode/QR code from ticket machine 689 orange cardboard ticket 325 contactless debit/credit card 52 other

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All claiming or aware they could claim.

Answer codes changed in 2025, so 2020 and 2023 data not shown.

Variations in claim rates by method of payment

Table 4.10 shows that those paying for their tickets by credit card were more likely to claim compensation. This was consistent with the higher average value of tickets purchased on credit cards compared to other payment types (£35 compared to the average of £29). The proportion who claimed when paying by contactless mobile payment has significantly declined since 2023, at the same time as the proportion of passengers using this mode of payment has increased. The declining claim rates may have been due to a lack of familiarity about how to claim amongst new users of contactless mobile payment.

Table 4.10: Proportion claiming compensation by method of payment (trend data)

	2023	2025
Credit card	57%	54%
Cash	38%	45%
Contactless mobile payment	53%	42%
Debit card	43%	42%
Base*	1,043 Credit card 253 Cash 498 Contactless mobile payment 1,749 Debit card	911 Credit card 245 Cash 950 Contactless mobile payment 2,053 Debit card

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

* Only asked of passengers paying for their own ticket in 2023, asked of all passengers in 2025.

Variations in claim rates by retail channel

Table 4.11 shows that there were significant variations in the proportion claiming by retail channel, although the main reasons for not claiming ('not worth the money' and 'would take too much time') were the same for all channels. Those buying tickets via the train company website or app were most likely to claim compensation, followed by those buying from another organisation's app or web site. The variations between the claim rates for websites and apps, and between train companies and other organisations were not caused by the value of tickets.

Table 4.11: Proportion claiming compensation by retail channel (trend data)

	2023	2025
Train company website	65%	61%
Train company app	63%	55%
Another organisation's app	49%	50%
Another organisation's website	47%	44%
On the train*	27%	38%
At the station*	29%	29%
Other*	45%	36%
Base	501 Train company website 929 Train company app 268 Another organisation's app 620 Another organisation's website 47 On the train 1,129 At the station 31 Other	472 Train company website 1,055 Train company app 1,139 Another organisation's app 197 Another organisation's website 74 On the train 1,141 At the station 63 Other

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay and paid for own ticket.

* Some answer codes changed in 2025, 2023 codes have been merged to match the new answers.

Variations in claim rates by train company sector

Table 4.12 shows that the proportion of passengers claiming compensation continued to vary significantly by train company sector. The proportion who claimed on long distance train companies (including Open Access) was consistently the highest, with that amongst regional train companies' passengers lowest. The decline in claim rates in 2025 was driven by passengers delayed on the London & South-East train companies, which had fallen significantly from 47% to 43%. Amongst those delayed on a long-distance train company the proportion claiming unchanged at 54%, whilst amongst those delayed on a regional train company had only fallen one percentage point to 35%.

Table 4.12: Proportion claiming compensation by train company sector (trend data)

	2020	2023	2025
Long distance (including Open Access)	44%	54%	54%
London & South East	36%	47%	43%
Regional	29%	36%	35%
Base	1,224 long distance 1,867 London and SE 1,037 regional	1,770 long distance 1,858 London and SE 1,116 regional	1,707 long distance 1,997 London and SE 1,071 regional

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

Variations in claim rates by different passenger groups

Claim rates this year were significantly lower amongst those aged 25-34, 35-44 and 55-64 compared to 2023. Although not significant, increases were seen in the proportion of those aged 16-24 and 65+ who claimed in 2025.

Table 4.13: Proportion claiming compensation by age (trend data)

	2020	2023	2025
16-24	32%	42%	47%
25-34	43%	56%	51%
35-44	39%	52%	46%
45-54	37%	42%	41%
55-64	34%	42%	35%
65+	31%	39%	44%
Base	732 16-24, 889 25-34, 810 35-44, 685 45-54, 592 55-64, 417 65+	606 16-24, 1,003 25-34, 1,131 35-44, 785 45-54, 675 55-64, 544 65+	621 16-24, 1,385 25-34, 979 35-44, 676 45-54, 621 55-64, 493 65+

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

There was no significant change in claims rates for either males or females compared to 2023, however, males continued to be significantly more likely to claim than females.

Table 4.14: Proportion claiming compensation by gender (trend data)

	2020	2023	2025
Female	37%	44%	43%
Male	36%	49%	47%
Base	1,887 females 2,234 males	2,372 females 2,351 males	2,350 females 2,414 males

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

Claim rates continued to vary significantly by where passengers live, with those in living in Wales least likely to claim and those in the North East most likely to claim. Claim rates in London and the West Midlands were significantly lower in 2025 seeing a nine-percentage point and a seven point drop respectively since 2023.

Table 4.15: Proportion claiming compensation by region (trend data)

	2020	2023	2025
North East	49%	58%	55%
North West	34%	43%	48%
Yorkshire	35%	47%	50%
East Midlands	44%	42%	43%
West Midlands	28%	48%	41%
East of England	37%	47%	42%
London	40%	56%	47%
South East	35%	44%	43%
South West	33%	44%	42%
Scotland	42%	47%	51%
Wales	28%	34%	37%
Base	144 North East, 464 North West, 318 Yorkshire & Humberside, 227 East Midlands, 343 West Midlands, 382 East of England, 773 London, 706 South East, 263 South West, 281 Scotland, 206 Wales	210 North East, 584 North West, 461 Yorkshire & Humberside, 318 East Midlands, 344 West Midlands, 466 East of England, 698 London, 759 South East, 380 South West, 319 Scotland, 205 Wales	156 North East, 568 North West, 394 Yorkshire & Humberside, 314 East Midlands, 462 West Midlands, 470 East of England, 779 London, 724 South East, 368 South West, 314 Scotland, 226 Wales

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

The overall claim rate did not vary significantly between passengers of White ethnic categories vs Black, Asian, Mixed and Other ethnic categories. Black, Asian, Mixed and Other ethnic category passengers were significantly more likely to say they received compensation ‘automatically’ or via ‘1-click’ which was related to the greater proportion of people from these ethnic groups living in London.

Table 4.16: Proportion claiming compensation. Passengers of White ethnic categories vs Black, Asian, Mixed and Other ethnic categories (2025 results)

	White ethnic categories	Black, Asian, Mixed and Other ethnic categories
Yes – automatically received compensation	7%	10%
Yes – and claim was successful	28%	27%
Yes – but claim was unsuccessful	5%	6%
Yes – but claim is still pending	4%	4%
<i>Total claiming</i>	44%	47%
No – didn't even think about it	24%	24%
No – didn't think I could claim	23%	22%
No – knew I could but chose not to claim	8%	7%
No – expected discount/extra day(s) on my next journey	<1%	<1%
Base	3,659	1,076

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

The gap in the overall claim rate between disabled and non-disabled passengers had reduced in 2025 (from a seven-percentage point difference in 2023 to a one percentage point difference in 2025). However, a significantly higher proportion of disabled passengers reported experiencing an unsuccessful claim.

Table 4.17: Proportion claiming compensation. Disabled vs non-disabled passengers (2025 results)

	Disabled passengers	Non-disabled passengers
Yes – automatically received compensation	7%	9%
Yes – and claim was successful	25%	28%
Yes – but claim was unsuccessful	8%	5%
Yes – but claim is still pending	4%	4%
<i>Total claiming</i>	44%	45%
No – didn't even think about it	23%	25%
No – didn't think I could claim	25%	22%
No – knew I could but chose not to claim	7%	8%
No – expected discount/extra day(s) on my next journey	<1%	<1%
Base	1,186	3,218

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay.

5. The claims process

‘Automatic’ vs ‘manual’ compensation

In previous waves of the research, passengers self-defined whether they received compensation 'automatically' or 'manually'. When this data was analysed, it was unknown whether the 'automatic' sample group had claimed via '1-click' or 'automatically' received compensation.

In 2025, we retained the original question wording and added a series of questions that provided a more detailed list of the claim routes including '1-click'. We did this to confirm the comparability of the different claim routes respondents reported in 2025 compared to previous survey wording.

We analysed the 2025 data for responses to the new detailed list of claim routes compared to the previous question wording. There was only a one-point difference between the proportion of claims which were 'automatic' under the previous wording and either '1-click' or 'automatic' under more detailed list (18% compared with 19%). This gave us a high degree of confidence that the previous waves' reporting of 'automatic' claims was broadly comparable to the 2025 results at the combined level of '1-click' and 'automatic'.

Table 5.1 shows that the proportion of all claimants claiming or receiving compensation 'automatically' or claiming via '1-click' had significantly decreased from 23% of claimants in 2023 to 19% of claimants in 2025.

Table 5.1: Proportion of passengers who claimed compensation by doing so 'automatically' (trend data)

	2020	2023	2025
Proportion of all claimants received compensation 'automatically'	-	-	6%
Proportion of all claimants who are claiming via '1-click'	-	-	13%
<i>Total receiving compensation 'automatically or claiming via '1-click'</i>	17%	23%	19%
Base	1,514	2,226	2,162

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Q18a How did you automatically receive compensation?

Base = All claiming compensation.

How those knowing they could claim were aware of eligibility

In previous waves, those claiming compensation 'manually' were asked 'How did you find out you could claim for that delay?' For the 2025 research, the question was amended to ask how passengers were aware of their eligibility to claim for this delay, since many participants were replying that they already knew the rules to the previous question wording. The eligibility for the question was also extended to all claiming or aware they could claim.

As a result of these changes, only the 2025 data is shown in Table 5.2. Just over one quarter (28%) of those claiming or aware they could claim selected 'message from the train company'. 'Tannoy announcement on the train' was the next most selected (20%), followed by 'looked on the web' and 'train/station staff told you' (both 18%). The proportion answering 'message from the train company' falls to 15% if those receiving compensation 'automatically' were excluded.

Table 5.2: How those knowing they could claim were aware of eligibility (2025 results)

	2025
Message from the train company	28%
Tannoy announcement on the train	20%
Looked on the web	18%
Train/station staff told you	18%
Fellow passenger/friend/relative told you	13%
Asked a member of rail staff	12%
Posters on train or at the station	10%
Claim form handed out by train/ station staff	8%
Message from the ticket retailer	5%
Other	2%
None of the above	12%
Base	2,532

Q20a Thinking about this journey specifically – did any of the following alert you to your right to claim compensation for your delay?

Base = All claiming or aware they could claim.

Those who 'looked on the web' (18% of the total) were asked which websites or apps they visited for information. The eligibility for this question was extended to all claiming or aware they could claim, in the same way as the previous question, but the proportions were broadly similar to 2023. The trend data is shown in Table 5.3.

Over half (58%) looked at the train company's own website or app. Other key online sources include the ticket seller's website (31%) and National Rail Enquiries (23%). Use of consumer websites was steadily declining and was only used by 12%, while use of third party / delay repay company websites had increased to 11%.

Table 5.3: Which websites/app did you visit? (trend data)

	2020	2023	2025
Train company's own website/app	68%	56%	58%
Ticket seller website/app (e.g. Trainline)	26%	25%	31%
National Rail Enquiries	18%	25%	23%
A consumer website (e.g. Which?, Moneysupermarket.com)	19%	15%	12%
Third party / delay repay company (e.g. RailRepay, RailBuddy)	3%	8%	11%
Other transport organisation's website (e.g. Transport Focus)	9%	7%	8%
Other	1%	1%	<1%
Base	201	386	452

Q20b Which websites/app did you visit?

Base = All claiming / aware they could claim and sought information online.

Of those who found out they could claim via a 'message from the train company' (28% of the total giving a base of 726), over half (59%) were notified by email. The other main methods of notification were text message (19%) and app alert (17%).

Method of applying for compensation

Those claiming compensation 'manually' were asked 'How did you apply for compensation?'. Three quarters (73%) of claimants made their compensation claim online, slightly down from 2023 (75%). Of these, 46% claimed via the train company's website and 21% via the train company's app, a significant increase in the proportion claiming via the train company's app and a significant decrease via the train company's website. The remainder claimed through another organisation's website (4%) or app (2%).

A quarter (27%) of claimants did not claim online, up two percentage points since 2023. There was a roughly even split between those posting a claim form to the train company (10%), writing or phoning the train company (9%), and handing a claim form in at the station (7%). The changes in the proportions posting, writing or phoning or handing in the claim form between 2023 and 2025 were not significant.

Table 5.4: Method of applying for compensation (trend data)

	2020	2023	2025
Used the train company's website	55%	54%	46%
Through train company's app	11%	16%	21%
Through another organisation's website	3%	4%	4%
Through another organisation's app	1%	2%	2%
<i>Total claiming online</i>	<i>69%</i>	<i>75%</i>	<i>73%</i>
Posted claim form to train company	11%	8%	10%
Wrote email/letter/phoned the train company	11%	9%	9%
Handed claim form in at station	9%	7%	7%
Base	1,262	1,697	1,750

Q18b How did you apply for compensation?

Base = Had eligible delay and made a claim (excluding those claiming via '1-click' or 'automatically').

There were significant differences in how passengers claim for compensation by age, the most important of which in terms of magnitude is that the proportion claiming online from the train company increases with age (Table 5.5). This was mainly driven by those who used the train company’s website, since the proportion who claimed through train company's app did not vary consistently by age. The differences between the 16-44 and over 45 age bands in the total proportion claiming online from the train company and the proportion using the train company’s website were significant in both cases.

Table 5.5: Method of applying for compensation by age (selected 2025 results)

	16-24	25-34	35-44	45-54	55-64	65+
Used the train company's website	29%	28%	34%	49%	48%	55%
Through train company's app	15%	19%	17%	18%	20%	13%
<i>Total claiming online from the train company</i>	<i>45%</i>	<i>48%</i>	<i>51%</i>	<i>67%</i>	<i>69%</i>	<i>69%</i>
Base	291	711	450	274	218	218

Q18b How did you apply for compensation?

Base = Had eligible delay and made a claim (excluding those claiming via ‘1-click’ or ‘automatically’).

Disabled passengers were significantly less likely to claim online from the train company (50% vs 55% non-disabled passengers) and significantly more likely to post or hand a claim form in (16% vs 14%) or write an email/letter to the train company (10% vs 6%).

Three quarters (75%) of those using a train company web site or app to claim used a Delay Repay Account, up from 71% in 2023. The main reasons for not using a Delay Repay account were that the claimant was unaware dedicated Delay Repay accounts exist (49%, down from 53% in 2023) and the claimant didn’t know whether the train company they used has one (29%, down from 26% in 2023). None of these changes between waves were significant.

Organisations contacted for claim

In a new question for the 2025 wave, those claiming ‘manually’ or via ‘1-click’ were asked which organisations they needed to contact to claim. Just under a quarter of claimants (22%) needed to contact more than one organisation, most commonly either a second train company (11%) or the ticket reseller (8%).

Table 5.6: Organisations contacted for claim (2025 results)

	2025
I only contacted the train company to make my claim	76%
I originally approached a train company, but they said I had to claim from a different train company	11%
I contacted the website/app (e.g. trainline) I bought the ticket from, as well as the train company I claimed from	8%
I needed to contact TfL to get details of the journey so I could claim	2%
I needed to contact my bank to get details of the journey so I could claim	1%
Other	1%
<i>Total someone other than the train company</i>	22%
Base	1,910

Q18c Did you contact more than one organisation to make your claim?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically').

The following groups were more likely to need to contact another organisation:

1. Disabled passengers (29%)
2. Members of Black, Asian, Mixed and Other ethnic categories (25%)
3. All men and all women aged under 34 (28% and 26% respectively).

Acknowledging the claim is being processed

All passengers who claimed 'manually' or via '1-click' were asked whether they received an acknowledgement after making their claim. The base used in the analysis below includes those who can't remember whether they received an acknowledgement or not (nine per cent in 2025), who were assumed not to have received an acknowledgement.

In 2025, 82% of passengers received an acknowledgement of their claim being processed. In previous waves this question was only asked of those claiming 'manually'. Amongst the comparable sample to 2023 the proportion receiving an acknowledgement had declined from 81% to 80% (which was not significant).

There were no significant differences between the train companies with base sizes of at least 100 in the proportion receiving an acknowledgement (see Table 5.7).

Table 5.7 Proportion of claimants receiving an acknowledgement (2025 results, train companies with base sizes of at least 100)

	2025	Base
Cross Country	89%	105
East Midlands Railway	86%	135
LNER	85%	161
Northern	82%	103
Avanti West Coast	81%	219
Great Western Railway	81%	184

Q28 Did you get an acknowledgement after making your claim?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically').

Assessment of claim communications

In 2023 a new question was added to the survey asking those claiming to rate their satisfaction with four attributes concerning the claim communications, the order of which was randomised to avoid any bias in the scores. Ratings were given on a one-to-five scale from 'very satisfied' to 'very dissatisfied' with options for 'don't know' and 'didn't look for this information'. A further attribute concerning 'the clarity of the explanation about why my claim was refused and how to appeal' was added in 2025, asked just of those whose claim was refused.

The analysis in this report is based on the proportion satisfied i.e. giving a score of either 'very satisfied' or 'fairly satisfied'. Those who responded 'don't know' or 'didn't look for this information' have been excluded from the base so that comparisons of satisfaction levels between the attributes were not distorted by the proportion of passengers not answering each attribute.

Table 5.8 shows that except for explanations about claim refusals and the appeal process, more two-thirds rated communications about the claims process as good. Performance had slightly improved since 2023, but the changes were not significant.

Table 5.8: Proportion satisfied with communication of claims process (total of 'very satisfied' and 'fairly satisfied') and trend amongst all claimants

	2023	2025
The information on whether your delay was eligible for compensation	71%	72%
Being clear about the amount of compensation you were entitled to	67%	71%
How to go about making a claim for compensation	70%	74%
Being available in a format that was accessible for you	76%	79%
The clarity of the explanation about why my claim was refused and how to appeal	-	39%
Base	1,916 to 1,931	2,241 to 2,367 (except for 'clarity of the explanation about why my claim was refused and how to appeal' where base is 245 unsuccessful claimants)

Q23 We would like you to consider the information you looked at during this claims process. How would you rate each of the following?

Base = All aware they could claim compensation (excluding don't know and 'Didn't look for this information').

6. Speed of response to claims

Time taken for claim resolution

All passengers 'manually' claiming or claiming via '1-click' were asked 'How long did it take to get a decision on your claim?'. If they had not received a decision, they were asked to reply how long it had been since they made the claim. In 2023 only those who had received a decision on their claim were asked this question, however due to the small proportion of outstanding claims (four percent of delayed passengers in 2025) the addition of those waiting a decision did not significantly affect the trend data.

The base used in this analysis excluded those who could not remember how long it took for their claim to be resolved (five percent in 2025). Almost all passengers (98%) said they received a decision within four weeks (see Table 6.1). This was in line with the ORR's expectation for train companies to resolve compensation claims within 20 working days.

Table 6.1: Time taken for a decision on claim (2025 data)

	2025
Less than one week	68%
1 to 2 weeks	23%
3 to 4 weeks	7%
<i>Total 4 weeks or less</i>	<i>98%</i>
5 to 6 weeks	1%
Over 6 weeks	1%
Base	1,948

Q29 How long did it take to get a decision on your claim?

Base = Had a decision on a claim, excluding don't know (excluding those claiming 'automatically').

In previous waves, this question was only asked of those claiming 'manually'. Amongst the comparable sample, there has been a considerable improvement in response times since the research began. Between 2020 and 2023 there was a dramatic increase in the proportion of claims reported being settled in less than one week (from 33% to 62%). Between 2023 and 2025 there was a further small improvement from 62% to 65%.

Table 6.2: Time taken for a decision on claim (trend data amongst those claiming 'manually')

	2020	2023	2025
Less than one week	33%	62%	65%
1 to 2 weeks	43%	28%	25%
3 to 4 weeks	18%	7%	8%
<i>Total 4 weeks or less</i>	<i>94%</i>	<i>97%</i>	<i>98%</i>
5 to 6 weeks	4%	1%	1%
Over 6 weeks	2%	2%	1%
Base	1,088	1,410	1,651

Q29 How long did it take to get a decision on your claim?

Base = Had a decision on a claim, excluding don't know via '1-click' or 'automatically'. Note, in 2025 the base also includes those who have not yet had a decision on their claim.

Table 6.3 illustrates that between train companies with base sizes of at least 100, the proportion reporting a decision on a claim in at least four weeks showed little variation and the differences were not significant.

Table 6.3: Proportion reporting a decision on a claim in at least four weeks (2025 results, train companies with base sizes of at least 100)

	2025	Base
LNER	99%	153
Avanti West Coast	99%	211
Great Western Railway	98%	169
East Midlands Railway	97%	133

Q29 How long did it take to get a decision on your claim?

Base = Had a decision on a claim, excluding don't know via '1-click' or 'automatically'.

Proportion of passengers needing to chase their claim

All passengers claiming 'manually' or via '1-click' were asked 'Did you need to chase the train company about your claim?'. This question was not asked of those claiming 'automatically', to avoid understating the proportion of passengers needing to chase their claims by including cases where the process was fully automated.

Just under one-in-five claimants (18%) needed to prompt the train company for a response to their claim. Those with tickets paid for by a friend or family member (40%), commuters (23%) and those with split tickets (27%) were more likely to need to chase their claim.

Passenger groups significantly more likely to chase the train company for a response included:

1. Members of Black, Asian, Mixed and Other ethnic categories (25%)
2. Disabled passengers (23%)

In previous waves this question was only asked of those claiming 'manually'. Amongst the comparable sample, there was a significant improvement (reduction) compared to 2023 of five percentage points. It is worth noting that this metric has been improving consistently over time, sitting at 24% in 2020 (and 29% in 2018).

Table 6.4: Proportion of passengers needing to chase their claim (trend data amongst those claiming 'manually')

	2020	2023	2025
Proportion needing to chase the train company about their claim	24%	22%	17%
Base	1,262	1,697	1,750

Q30 Did you need to chase the train company about your claim?

Base = Had eligible delay and made a claim 'manually'.

Table 6.5 shows this for train companies with base sizes of at least 100. Of the train companies with robust bases shown below, East Midlands Railway was the only one where a significantly higher proportion of customers needed to chase their claim, when compared to the other train companies.

Table 6.5: Proportion needing to chase by train company (2025 results, train companies with base sizes of at least 100)

	2025	Base
East Midlands Railway	29%	135
Avanti West Coast	17%	219
LNER	15%	161
Northern	13%	103
Cross Country	10%	105
Great Western Railway	8%	184

Q30 Did you need to chase the train company about your claim?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically').

Making an appeal

Just under one-in-five claimants (18%) submitted an appeal during the claims process, down from 21% in 2023. Those who did not claim online (28%), those who claimed through 1-click compensation (30%), those who paid via a Smartcard (34%) and those who claimed for amounts of £25 or more (39%) were all significantly more likely to appeal.

Passenger groups significantly more likely to make an appeal included:

1. Members of Black, Asian, Mixed and Other ethnic categories (27%)
2. Men under 34 (27%)
3. Disabled passengers (23%)

Perhaps surprisingly, those delayed on shorter journeys, with cheaper tickets and subject to a shorter delay were also more likely to appeal.

Table 6.6 shows this for train companies with base sizes of at least 100. Of the train companies with robust bases shown below, East Midlands Railway was the only one where a significantly higher proportion of customers needed to appeal, when compared to the other train companies. This question was not asked of those claiming ‘automatically’, to avoid understating the proportion of passengers needing to appeal their claims by including cases where the process was fully automated.

Table 6.6: Proportion needing to appeal by train company (2025 results, train companies with base sizes of at least 100)

	2025	Base
East Midlands Railway	27%	135
Northern	19%	103
Avanti West Coast	18%	219
LNER	14%	161
Cross Country	14%	105
Great Western Railway	11%	184

Q34a During the claim, did you need to appeal any compensation decision by <toc>?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically').

The appeals process was thought to be easy to navigate, with four-in-five claimants (80%) reporting it was either "very easy" or "fairly easy" to use (up from 73% in 2023). This was broken down into 36% indicating it was "very easy" and 44% stating it was "fairly easy." Only a small proportion found the process "fairly difficult" (5%) or "very difficult" (3%).

Due to the limited number of passengers who appealed, and consequently the small sample sizes, the ease of appealing is not reported by passenger group or train company.

Other contact with the train company besides the claim

In a new question for the 2025 wave, those claiming were asked ‘apart from your delay - did you contact the train company about anything else to do with your journey, after travelling e.g. to complain, ask a question, share praise or about something to do with your ticket’. Over a fifth of claimants (22%) contacted the train company in addition to the claims process. As Table 6.7 shows, most commonly to complain or to ask a question.

Table 6.7: Which of the following did you contact the train company about? (2025 results)

	2025
To complain	40%
To ask a question	37%
I had a query about my ticket	28%
To share praise	22%
Lost property	9%
Other	1%
Can't remember	2%
Base	453

Q19b. Which of the following did you contact the train company about...?

Base = Had eligible delay and made a claim and contacted the train company about something other than claim.

7. Satisfaction with the claims process

Proportion satisfied with the claims process

Those claiming were asked to rate their satisfaction with eight attributes concerning the claims process, the order of which was randomised to avoid any bias in the scores. Three of these attributes were asked only of successful claimants, while the remaining five were asked of all claimants. In 2025, a ninth attribute ‘the fairness of the appeals process’ was added to the question and asked of only claimants who had appealed.

Until 2020, only ‘manual’ claimants were asked these questions, however in 2023 a number of attributes were also asked of ‘manual’, ‘1-click’ and ‘automatic’ claimants and in 2025 ‘1-click’ claimants were also asked the majority of the remaining attributes. Table 7.1 shows the attributes and which claimants they were asked of each wave.

Table 7.1: Eligibility for the claimants’ satisfaction ratings questions

	2020	2023	2025
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/smartcard)	Successful manual claimants	All successful claimants (manual, 1-click and automatic)	All successful claimants (manual, 1-click and automatic)
The speed you got your compensation	Successful manual claimants	All successful claimants (manual, 1-click and automatic)	All successful claimants (manual, 1-click and automatic)
The value of the compensation you received	Successful manual claimants	All successful claimants (manual, 1-click and automatic)	All successful claimants (manual, 1-click and automatic)
The method(s) by which you could claim compensation (e.g. online/paper/ phone/app)	Manual claimants	Manual claimants	Manual and 1-click claimants
The ease of completing the compensation claim process	Manual claimants	Manual claimants	Manual and 1-click claimants
The ease of finding out how to claim compensation	Manual claimants	Manual claimants	Manual and 1-click claimants
The speed with which you received a response	Manual claimants	Manual claimants	All claimants
The fairness of the appeals process	-	-	All appealing (manual and 1-click)
The train company alerting you of your right to claim compensation	Manual claimants	Manual claimants	All claimants

Ratings were given on a one-to-five scale from 'very satisfied' to 'very dissatisfied' with an option for 'don't know'. The analysis in this report is based on the proportion satisfied i.e. giving a score of either 'very satisfied' or 'fairly satisfied'. Those who responded 'don't know' have been excluded from the base so that comparisons of satisfaction levels between the attributes were not distorted by the proportion of passengers not answering each attribute.

Table 7.2 which is based on all claimants shows that claimant satisfaction was generally high across most attributes. The top three satisfaction scores were recorded for the following attributes: 'the form in which you got your compensation' (89%), 'the speed you got your compensation' (82%), and 'the value of compensation you received' (81%). Performance on 'the train company alerting me of my right to claim compensation' continued to lag the remainder of the attributes, although the gap closed significantly this wave.

Table 7.2: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') and trend amongst all claimants

	2020	2023	2025
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/ smartcard)	87%	89%	89%
The speed you got your compensation	74%	81%	82%
The value of the compensation you received	76%	81%	81%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	76%	79%
The ease of completing the compensation claim process	72%	73%	77%
The ease of finding out how to claim compensation	71%	71%	77%
The speed with which you received a response	68%	69%	76%
The fairness of the appeals process (those appealing only)	-	-	72% (Base=361)
The train company alerting me of my right to claim compensation	51%	58%	71%
Base	972 to 1,257	1,678 to 1,831	1,725 to 2,148

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know) except 'The fairness of the appeals process' where base is those appealing only (excluding don't know).

Because the eligibility for these questions changed over time, to provide a consistent basis to compare trends Table 7.3 shows the results amongst manual claimants only. Generally, scores amongst 'manual' claimants were lower than amongst '1-click' and 'automatic' claimants, so the trend data appeared slightly less favourable than presented in Table 7.2.

Satisfaction with most aspects of the claims process remained stable since 2023, however there were significant improvements on some lower scoring statements around the start of the claims process. Notably, the proportion of passengers reporting satisfaction with the train company 'alerting me of my right to claim compensation' had seen a significant increase, rising by 15 percentage points since 2020 and eight since 2023.

Table 7.3: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') and trend amongst those claiming 'manually'

	2020	2023	2025
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/ smartcard)	87%	87%	88%
The speed you got your compensation	74%	77%	79%
The value of the compensation you received	76%	77%	78%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	76%	77%
The ease of completing the compensation claim process	72%	73%	74%
The ease of finding out how to claim compensation	71%	71%	74%
The speed with which you received a response	68%	69%	73%
The fairness of the appeals process (those appealing only)	-	-	66% (Base=281)
The train company alerting me of my right to claim compensation	51%	58%	66%
Base	972 to 1,257	1,300 to 1,692	1,321 to 1,744

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation 'manually' (excluding don't know) except 'The fairness of the appeals process' where base is those appealing only (excluding don't know).

Satisfaction by method of claiming

Those claiming 'manually' were significantly less satisfied with the claims process than '1-click' claimants, even on factors which did not vary by claims method such as the value of the compensation. Those receiving compensation 'automatically' fell between the other two groups.

Table 7.5: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') by method of claiming (2025 results)

	'Manual'	'Automatic'	'1-click'
The form in which you got your compensation (e.g. cash, voucher, refund to bank account /card/smartcard)	88%	88%	95%
The speed you got your compensation	79%	87%	92%
The value of the compensation you received	78%	88%	93%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	-	92%
The ease of completing the compensation claim process	74%	-	93%
The ease of finding out how to claim compensation	74%	-	92%
The speed with which you received a response	73%	87%	89%
The fairness of the appeals process (those appealing only)	66% (Base=281)	-	94% (Base=80)
The train company alerting me of my right to claim compensation	66%	82%	93%
Base	1,321 to 1,744	132	273 to 279

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know) except 'The fairness of the appeals process' where base is those appealing only (excluding don't know).

Satisfaction by delay length

Across six of the nine attributes there was no significant difference in satisfaction levels between those claiming for a 15–29-minute delay and those claiming for a 30+ minute delay. On the attribute ‘the ease of finding out how to claim compensation’, those claiming for a 30+ minute delay were significantly more satisfied (78% satisfied vs 74% of those claiming for a 15-29- minute delay), as well as being more satisfied with ‘the value of the compensation you received’ (82% satisfied vs 78%).

Table 7.4: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') by delay length (2025 results)

	15-29-minutes	30+ minutes
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/ smartcard)	90%	89%
The speed you got your compensation	82%	81%
The value of the compensation you received	78%	82%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	79%	79%
The ease of completing the compensation claim process	79%	76%
The ease of finding out how to claim compensation	74%	78%
The speed with which you received a response	75%	76%
The fairness of the appeals process (those appealing only)	76% (Base=94)	70% (Base=267)
The train company alerting me of my right to claim compensation	69%	71%
Base	479 to 614	1,245 to 1,534

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation 'manually' (excluding don't know) except 'The fairness of the appeals process' where base is those appealing only (excluding don't know).

Satisfaction by journey purpose

Across the various journey purposes, there are only limited differences in the proportion of claimants satisfied with each element. However, satisfaction among those commuting is significantly higher than among leisure travellers regarding ‘the train company alerting me of my right to claim compensation.’ Conversely, leisure travellers reported higher satisfaction than commuters in relation to ‘the value of the compensation you received’ and ‘the form in which you got your compensation’. None of the differences with business travellers were significant partly due to the smaller sample size of this group.

Table 7.6: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') by journey purpose (2025 results)

	Commuting	Company business	Leisure/ Personal business
The form in which you got your compensation (e.g. cash, voucher, refund to bank account /card/smartcard)	87%	87%	91%
The speed you got your compensation	80%	79%	83%
The value of the compensation you received	78%	80%	83%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	80%	80%
The ease of completing the compensation claim process	76%	80%	77%
The ease of finding out how to claim compensation	75%	75%	78%
The speed with which you received a response	74%	76%	77%
The train company alerting me of my right to claim compensation	74%	72%	69%
Base	541 to 677	130 to 165	1,053 to 1,309

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know). 'The fairness of the appeals process' is not shown due to small sample size.

Satisfaction by passenger group

There were limited differences in satisfaction between members of White ethnic categories and those of Black, Asian, Mixed and Other ethnic categories.

Table 7.7: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied'). Members of White ethnic categories vs Black, Asian, Mixed and Other ethnic categories (2025 results)

	White ethnic categories	Black, Asian, Mixed and Other ethnic categories
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/smartcard)	90%	86%
The speed you got your compensation	81%	82%
The value of the compensation you received	81%	81%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	80%	78%
The ease of completing the compensation claim process	76%	79%
The ease of finding out how to claim compensation	77%	77%
The speed with which you received a response	76%	76%
The fairness of the appeals process (those appealing only)	70% (Base=242)	77% (Base=115)
The train company alerting me of my right to claim compensation	69%	75%
Base	1,310 to 1,625	399 to 505

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know) except 'The fairness of the appeals process' where base is those appealing only (excluding don't know).

The proportions of disabled passengers who were satisfied with each aspect of their claim process were generally lower than non-disabled passengers, especially for 'the ease of completing the compensation claim process', 'the method by which you could claim compensation' and the speed with which you received a response' (where the difference is significant). Satisfaction with 'the fairness of the appeals process' was also significantly lower for disabled passengers, but this was based on a much smaller sample since the question was only asked of those appealing.

Table 7.8: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied'). Disabled vs non-disabled passengers (2025 results)

	Disabled passengers	Non-disabled passengers
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/ card/ smartcard)	88%	89%
The speed you got your compensation	79%	83%
The value of the compensation you received	80%	82%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	73%	81%
The ease of completing the compensation claim process	74%	79%
The ease of finding out how to claim compensation	75%	78%
The speed with which you received a response	73%	78%
The fairness of the appeals process (those appealing only)	63% (Base=112)	74% (Base=221)
The train company alerting me of my right to claim compensation	68%	72%
Base	382 to 519	1,196 to 1,454

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know) except 'The fairness of the appeals process' where base is those appealing only (excluding don't know).

8. Why some passengers didn't claim compensation

Main reason for not claiming compensation

Non-claimants fell into three categories: those unaware that they could claim (24% of all potential claimants); those who believed they were ineligible to claim (23%); and those who were aware but then decided not to claim (8%). This section reports the reasons for not claiming selected by passengers aware they could claim but who decided not to.

Four-in-ten (41%) of those aware but who decided not to claim selected 'it was not worth bothering for the amount they would get back' (see Table 8.1) – which was a decrease from 2023 (47%). The next most selected reason for not claiming was the belief that 'it would take too much time', selected by just under one-in-five (17%).

For the 2025 research, a new code was added 'Couldn't access journey history due to TFL cyber security incident between September and December 2024' to see if claim rates were reduced in late 2024 by this one-off issue. Less than one percent of passengers with an eligible delay selected this option.

Table 8.1: Reasons for not claiming amongst those who were aware they could claim but chose not to (trend data)

	2020	2023	2025
Not worth bothering for the amount I'd get back	51%	47%	41%
Would take too much time	11%	18%	17%
The process was too complicated	11%	11%	8%
I forgot	7%	9%	9%
Didn't think it was eligible	6%	5%	9%
Didn't know how to make the claim	3%	3%	7%
Couldn't access journey history due to TFL cyber security incident between September and December 2024	-	-	<1%
Other	12%	7%	8%
Base	355	342	370

Q26a What was the main reason you decided not to claim for this delay?

Base = Aware could claim and chose not to (excluding those claiming 'automatically').

The survey data did not allow us to compare the proportion selecting 'it was not worth bothering for the amount they would get back' with the actual compensation the survey participant was entitled to, but fare paid was used as a proxy. Passengers with fares below £75 were divided into three groups of roughly equal numbers. Sub-dividing them further (for example into bands of £10) would make the results less reliable due to the small samples sizes in each band.

The proportion who selected 'it was not worth bothering for the amount they would get back' did not significantly decline until the £75 level was reached (Table 8.2). It did however vary by the length of delay (which of course impacted on amount of compensation due). It was selected by 50% whose delay was 15–29 minutes, compared to 33% of those delayed 30+ minutes (compared to 53% and 43% respectively in 2023). The base size was not sufficient to find any variations by ethnic category or between disabled and non-disabled passengers.

Table 8.2: Proportion selecting 'it was not worth bothering for the amount they would get back' as main reason for not claiming by fair value (2025 results)

	2025	Base
Fare of up to £9.99	42%	99
Fare of £10.00 - £24.99	48%	113
Fare of £25.00 - £74.99	41%	92
Fare of over £75.00	13%	32

Q26a What was the main reason you decided not to claim for that delay?

Base = Aware could claim and chose not to (excluding those claiming 'automatically').

The amount of compensation considered worth claiming for

Table 8.3 shows the amount of delay compensation that eligibly delayed passengers considered worth claiming for, divided between those who claimed for their most recent delay and those didn't. There was a clear relationship between the expected value of compensation and the proportion of individuals who considered it worth claiming, observed across both claimants and non-claimants.

For compensation amounts under £10, approximately 15-percentage points fewer non-claimants believed it was worth submitting a claim. However, as the value of compensation increased, the proportion of non-claimants who believed it was worth claiming gradually caught up with the proportion of claimants who believed it was worth claiming. For compensation of £50 or more, the difference between the groups was negligible.

Table 8.3: The amount of compensation considered worth claiming for (2025 results) - cumulative table

	Eligibly delayed and claimed	Eligibly delayed but did not claim
If compensation was up to £2.49	21%	8%
If compensation was up to £4.99 (includes those in row above)	35%	17%
If compensation was up to £9.99 (includes those in row above)	55%	41%
If compensation was up to £14.99 (includes those in row above)	74%	67%
If compensation was up to £24.99 (includes those in row above)	86%	80%
If compensation was up to £49.99 (includes those in row above)	94%	92%
If compensation was up to £74.99 (includes those in row above)	98%	97%
If compensation was up to £99.99 (includes those in row above)	99%	98%
Base	2,162	2,613

Q41 What amount of compensation for being delayed on a train do you consider it worth claiming for?

Base = All who experienced an eligible delay.

9. Attitude to claiming

Preferred way of claiming compensation

The results in this section are shown for eligibly delayed passengers who claimed, eligibly delayed passengers who didn't claim, and the sample of 500 passengers who had experienced no delay of 15 minutes or more or no eligible delay.

Passengers were asked to select their two most preferred ways of claiming compensation, and the results are shown in Table 9.1 (showing their first and second choices combined). Passengers were offered the opportunity to make two choices rather than a single preference to reflect the fact that many might be purchasing using two different methods (e.g. a train company's web site and another organisations' app). The aim being to avoid a significant number of passengers saying they didn't know because it would depend on where they purchased the ticket.

There was an overall preference for claiming through the train company's website or app, both of which were selected by approximately four-in-ten of all three passenger groups. 'Receive compensation automatically without submitting a form' was also preferred by many of those not claiming or who have not been delayed, making it the third most selected method overall. The only other method selected by more than one-in-five passengers in each group was to be compensated 'through a scheme where I am contacted electronically'.

Table 9.1: Preferred way of claiming compensation (1st and 2nd choice combined) (2025 results)

	Eligibly delayed and claimed	Eligibly delayed and didn't claim	No delay / no eligible delay
Through the train company's website	40%	37%	44%
Through the train company's app	39%	40%	39%
Receive compensation automatically without submitting a form	31%	40%	39%
Through a scheme where I am contacted electronically	21%	25%	26%
Write email/letter/phone the train company	13%	10%	12%
Hand claim form in at station	12%	18%	18%
Delay repay company/third party intermediary company	12%	7%	4%
Through another organisation's website	11%	6%	4%
Through another organisation's app	11%	9%	5%
Post claim form to train company	10%	8%	9%
Base	2,162	2,613	500

Q43 What would be your preferred way of claiming compensation?

Base = All who experienced an eligible delay (left and centre columns) plus sample of 500 not eligibly delayed (right column).

Preferred form of claiming compensation

Passengers were asked to select their two most preferred forms of claiming compensation, and the results are shown in Table 9.2 (showing their first and second choices combined). Again, passengers were given the opportunity to make two choices, but the number doing so was significantly lower than for the previous question, perhaps reflecting the fact that even when purchasing via two different methods, most use the same form of payment.

Over half of passengers across all groups selected a 'refund to their bank account', with between 53% and 55% expressing this preference. The only other option chosen by more than one-in-ten respondents in any group was a 'refund to their credit card', which was preferred by between 21% and 26% of participants depending on the group.

Table 9.2: Preferred form of compensation (2025 results)

	Eligibly delayed and claimed	Eligibly delayed and didn't claim	No delay / no eligible delay
Refund to my bank account	53%	55%	55%
Refund to my credit card	21%	24%	26%
Refund to another account (e.g. PayPal, Amazon etc)	6%	5%	5%
Refund to a smartcard	5%	4%	2%
Cash refund at a station (inc. exchanging a voucher for cash)	4%	5%	5%
Complimentary ticket(s)	3%	3%	1%
Rail Voucher(s)	3%	2%	2%
Option to donate to charity	2%	1%	1%
Discount/extra day(s) on your season ticket	2%	1%	2%
Cheque	1%	1%	1%
Base	2,162	2,613	500

Q44 What would be your preferred form of compensation?

Base = All who experienced an eligible delay (left and centre columns) plus sample of 500 not eligibly delayed (right column).

Passengers' preferred ways to be told about their right to claim

Passengers were asked to select the best ways in which they could be told about their right to claim compensation when a delay was eligible. Table 9.3 presents the combined results for passengers' first and second preferences. In contrast to more consistent responses regarding the most preferred methods of claiming and forms of compensation, views on how they should be notified about their right to claim were more varied.

The most selected option was 'notified directly by the train company via email/text', which is especially popular amongst those with No delay / no eligible delay (46%). A group of three options were each selected by between a quarter (25%) and a third (33%) of passengers in each group. These were 'notified through the train company's app', 'tannoy announcements on the train and 'announcements by train or station staff'.

Among those with No delay / no eligible delay, receiving a 'claim form handed out on the train or at the station' was also a popular option (selected by 28%), making it the fifth ranked option overall. No other option was chosen by more than one-in-five participants of any group.

Table 9.3: Preferred means of being told eligible to claim (1st and 2nd choice combined) (2025 results)

	Eligibly delayed and claimed	Eligibly delayed and didn't claim	No delay / no eligible delay
Notified directly by train company through email/text	36%	40%	46%
Tannoy announcement of train	32%	33%	25%
Notified through the train company's app	31%	31%	32%
Announcement/information provided by train or station staff	26%	30%	27%
Claim form handed out on the train or at the station	16%	22%	28%
Posters/advertisements on train or at the station	15%	15%	15%
Show it prominently on train company website/Twitter	14%	11%	13%
Notified through the train company's social media feed	11%	7%	5%
Through a third party / Delay Repay company	10%	5%	5%
When renewing your season ticket	8%	5%	3%
Other	1%	1%	1%
<i>Total notified electronically by the train company</i>	<i>73%</i>	<i>69%</i>	<i>73%</i>
<i>Total informed on the train or at the station</i>	<i>71%</i>	<i>74%</i>	<i>71%</i>
Base	2,162	2,613	500

Q42 What are the best ways to let you know you could claim compensation when a delay is eligible?

Base = All who experienced an eligible delay (left and centre columns) plus sample of 500 not eligibly delayed (right column).

Expectations of the claims process

Passengers were asked to how quickly they would expect to receive a response at each key stage of the compensation process, and the results are shown in Table 9.4. Over three quarters (81%) of claimants expected to receive an acknowledgement of their claim within two to three days, and over half (59%) expect an acknowledgement within 24 hours.

The vast majority (90%) of claimants expect a decision on their claim within a week, and two thirds (65%) expected a decision within two-three days. Expectations for receiving the compensation were slightly slower than those for getting the decision, but still 77% expected to receive their compensation within a week and 43% within two to three days.

Table 9.4: Expectations of the claims process (2025 results)

	An acknowledgement of your claim	A decision on your claim	Receiving compensation
Within 24 hours	59%	27%	18%
Within 2 or 3 days	23%	38%	26%
Within a week	13%	25%	33%
Within 1 to 2 weeks	4%	8%	18%
Over 2 weeks	1%	2%	6%
Base	5,171	5,180	5,171

Q43a How quickly would you expect to receive the following after claiming compensation...?

Base = All who experienced an eligible delay plus sample of 500 not eligibly delayed.