#### **Contact information**



Speak to a member of Merseyrail staff or use the station help point



Email comment@merseyrail.org Visit www.merseyrail.org



Download the Merseyrail app from The App Store or Google Play for up to the minute train and live departure information



Follow us on Twitter @merseyrail

For more information call our Customer Relations Team on: 0151 555 1111

The office is open Monday to Friday from 07:00 to 19:00hrs (an answer phone is available outside of these hours). Our team can also provide information on ticket refunds, disabled assistance and Group Travel. We look forward to hearing from you.

For any questions about prosecutions and penalty fares, please call: 0151 434 4535

For local journey information, fares and train times, use our Journey Planner or contact Traveline on: 0871 200 2233

#### Or you can write to The Customer Relations Team:

Merseyrail 9th Floor, Rail House Lord Nelson Street Liverpool L1 1JF

#### Our Public and Employee Insurers are:

Gallagher Bassett (Portal Account D00019) 1st Floor, High Point Sandy Hill Business Park Sandy Way Tamworth B77 4DU FREEPOST
Merseyrail Customer Relations

### \_\_\_\_\_Merseyrail\_\_ More than just a journey



# Comments, complaints and compensation

We value your feedback on the service we provide

For live travel information visit www.merseyrail.org

We welcome your feedback – good and bad – and suggestions.
We would also like to hear if a particular member of staff has provided you with exceptional service.

#### What to do next

Please fill in this form to give us your feedback or suggestions, or to claim compensation for a delay. If there is not enough space, or you are making more than one claim, you can give more details on a separate sheet. Enclose the relevant tickets with this form.

If the ticket you are claiming for is held on a digital smartcard such as a Walrus, please enter the card number in the space provided. Please note your claim will be delayed if you fail to provide us with this. Please do not send us your smartcard.

If you are using this form to claim compensation, you must return it within 28 days of the delay.

If you need help filling in this form, or you would prefer to speak to someone about a problem, phone our Customer Relations Team on 0151 555 1111.

#### What we will do

We aim to send you a reply or an acknowledgement within five working days of receiving your form, and a full response within 20 days.

Our Passenger Charter sets out our commitments to customers. You can get a copy of the Charter from stations or on our website at <a href="https://www.merseyrail.org">www.merseyrail.org</a>.

#### What we do with your information

We may share your information with a research company the Office of Rail and Road has appointed to make sure complaints are dealt with correctly. They may contact you to ask how your complaint has been dealt with.

If you do not want to be contacted, tick this box.

We will not share your information with anyone else.

## Your details (PLEASE WRITE IN BLOCK CAPITALS) Surname Postcode **Email address** Your journey details From Where did you buy your ticket? If you do not want to receive details of special offers and promotions, tick this box: If you are entitled to compensation or a refund, how would you like to be paid? Original method of payment Travel voucher

#### Your comments