



Acknowledgement Email

From: No Reply - Customer Relations (noreply.customerrelations@gtrainway.com)

To: re_wired@ymail.com

Date: Wednesday 12 February 2025 at 20:25 GMT

Dear Customer

We appreciate you taking the time to contact us. Please accept this acknowledgement as confirmation that we've received your query.

We're receiving a high volume of contact at the moment. Our aim is to provide a full response within 10 working days and for more complex complaints it may take up to 20 working days. Please be assured we have your email and there is no need to chase us for a reply as we will get back to you as soon as we can. Please do not reply to this email.

You may find more information including our complaints handling procedure via the following links:

- Great Northern: [Great Northern Railway](#)
- Thameslink: [Thameslink](#)
- Gatwick Express: [Gatwick Express](#)
- Southern Railway: [Southern Railway](#)

Kind regards

Customer Relations

We are a member of the ADR scheme, an impartial service who can assist when complaints remain unresolved. You can find out more information here: [Home - Rail Ombudsman](#)