

[Rail Ombudsman] Re: Re: Follow-Up on Previous Correspondence – Action Required! "Awaiting Your Response".

From: David (Support) (info@railombudsman.org)

To: re_wired@ymail.com

Date: Tuesday 25 March 2025 at 11:21 GMT

##- Please type your reply above this line -##

Your email (83785) has been responded to. To add additional comments, reply to this email.



David (Rail Ombudsman)

Mar 25, 2025, 11:21 GMT

Good Morning,

Thank you for contacting the Rail Ombudsman.

The Rail Ombudsman is an Alternative Dispute Resolution organisation, independent from the rail industry. We mediate unresolved complaints between consumers and Service Providers, as long as the consumer has been through the complaints handling procedure of the service provider, and a suitable resolution cannot be found.

Our scheme does allow Thameslink a reasonable amount of time to work with you and try to resolve the dispute. We allow the service provider 40 **working** days to resolve the complaint with you since you first raised it with them or require you to have been issued with a Deadlock Letter. A Deadlock Letter is any form of written communication from the service provider indicating you have exhausted the Service Providers complaints handling procedure and will reference the Rail Ombudsman by name.

To then raise an application with the Rail Ombudsman, please complete our form online via the following link so we can investigate your complaint:

I have also attached a link to our Consumer Guide which provides further information on what we do within our Scheme:

<https://www.railombudsman.org/resource-area/consumerguide/>

<https://www.railombudsman.org/making-a-complaint/before-starting-a-complaint/>

Please do not hesitate to contact us again if you require any further information.

Kind Regards,

Fionn

Contact Advisor.

Tel: 0330 094 0362 |



Premier House | 1-5 | Argyle Way | Stevenage | SG1 2AD

Telephone calls to and from the Ombudsman may be recorded for quality and training purposes.



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Please note that we have updated our Privacy Policy in accordance with the General Data Protection Regulation 2018. A copy of this can be found [here](#)

Please consider the environment before printing this message.



Rewired Rewired

Mar 25, 2025, 11:19 GMT

[EXTERNAL SENDER]

Subject: “Urgent Request for Response, Case Handler Assignment, and Insurance Policies!”

Dear Ombudsman and Ahmed,

I hope this message finds you well.

To Ahmed: I am writing to kindly request your prompt response to the matters discussed regarding my compensation claim for the disrupted journey on **12th of January 2025**. Given the complexities involved, your timely input is essential to moving this matter forward.

To the Ombudsman: I would appreciate it if you could provide the name of a case handler to ensure that this claim is managed adequately and efficiently. Having a dedicated point of contact is crucial in achieving a fair and timely resolution.

To Both: I also respectfully request the following insurance-related documents, which are relevant to my understanding of the policies that may apply to this case:

1. A complete copy of the **“Delay Repay Scheme Insurance Documents.”**
2. A complete copy of the **“Public Liability Insurance.”**
3. Copies of any additional **“Insurance Policies”** that may pertain to my claim.

It is important to emphasize that this claim has caused significant inconvenience and financial impact, in addition to the time I’ve spent pursuing resolution. Resolving this matter promptly would demonstrate a commitment to fairness and customer satisfaction, which I trust are values upheld by your organisations.

I sincerely hope for your cooperation and a constructive outcome. Please feel free to contact me should you require any further information or clarification.

Thank you for your time and attention to this matter. I look forward to your responses.

Kind regards, Simon Paul Cordell

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email: re_wired@ymail.com

Tel: +447864217519



Rewired Rewired

Mar 20, 2025, 14:51 GMT

[EXTERNAL SENDER]

Subject: Urgent: Request for Full Compensation and Formal Disclosure of Policies

From: Simon Paul Cordell re_wired@ymail.com

To: Ahmed Jama ahmed.jama@gtrainway.com

CC: Rail Ombudsman info@railombudsman.org

Dear Ahmed,

I hope this email finds you well. I am following up regarding my compensation claim for the disrupted journey on **12th of January 2025**, and I am writing to request an urgent resolution to this matter. Despite prior correspondence, your failure to address my legitimate requests for clarity and compensation has left me with no choice but to escalate the matter further.

Key Points of My Claim

1. **Breakdown of Costs and Compensation Requested:**

- **Train Tickets:** £23.80
- **Bus Fares:** £3.50
- **Cab Fare:** £13.00
- **Missed Cab Booking:** £51.50
- **Dinner Bill:** £25.00
- **Lost Downtime:** £80.00
- **Stress Compensation:** £50.00

• **Legal Fees and Expenses:** £10,244.28

Total Claimed: £10,441.08

2. **Exceptional Circumstances Supporting My Case:**

- a. **Minor Delay in Submission:** My claim was submitted just **three days late** due to a family medical emergency and technical issues with your online submission system. These are valid exceptional circumstances and should have been taken into account.
- b. **Transparent Communication Failure:** The ticket sold to me included services that were never scheduled to operate due to planned engineering works. The failure to provide accurate information at the time of purchase directly caused delays, confusion, and additional costs.

3. **Addressing Your Reasons for Rejection**

- a. **Claim Outside the 28-Day Window:** The **28-day rule** applies only to Delay Repay claims. Other compensation claims, such as reimbursement for additional costs and consequential losses, are not bound by this timeframe.
- b. **Third-Party Ticket Purchase via Omio:** GTR retains ultimate responsibility under the **Consumer Rights Act 2015** and the **Rail Passengers' Rights and Obligations Regulation (EC) No 1371/2007** to ensure accurate and timely information dissemination, even when tickets are sold through third-party retailers. This cannot be deflected onto Omio.
- c. **Disruption Due to Planned Engineering Work:** While the disruption was caused by planned engineering work, passengers are entitled to compensation for consequential losses under the **Rail Passengers' Rights and Obligations Regulation (EC) No 1371/2007**, irrespective of the cause.

4. **Formal Disclosure Request**

I have previously requested copies of Thameslink's passenger compensation and liability policies, but these requests have gone unanswered. Your failure to provide this information demonstrates a lack of transparency and accountability in handling compensation claims.

If this claim remains unresolved, I formally notify you of my intent to issue a **"Disclosure Request under CPR Rule 31.12"** as part of legal proceedings. This will require you to disclose all relevant policies and documentation, including:

- a. **Delay Repay Scheme Insurance Documents.**
- b. **Public Liability Insurance Details.**
- c. **Any other documents directly related to passenger compensation and liability.**

· This request is made in the interest of transparency and to validate the legal basis of my claim.

5. **Acknowledgment of Liability and Procedural Implications:**

· I would like to emphasize that by continuing to investigate my claim, rather than outright rejecting the detailed submissions and requests I have provided, GTR has implicitly acknowledged the legitimacy and feasibility of my claim under its customer service and compensation frameworks. Your willingness to examine my compensation request: -- including train tickets, additional transport expenses, stress compensation, and legal fees, as this signals recognition that these are valid costs associated with the disruptions caused by your services.

· This continuation of proceedings has set a clear precedent that such claims are not only reviewable but are also meritorious in their context. It obliges your team to act in accordance with relevant laws, regulations, and your internal policies. Under the **"Rail Passengers' Rights and Obligations Regulation (EC) No 1371/2007"** and the **"Consumer Rights Act 2015,"** passengers are entitled to fair compensation for delays, disruptions, and consequential losses caused by your services.

· Furthermore, GTR's investigation and acknowledgment of my exceptional circumstances, including technical issues with this claims process, my family medical emergency, and additional factors leading to my delayed submission all merit a fair resolution. Any deviation from delivering this resolution would result in further liability for failing to meet statutory obligations and customer expectations.

· This email, now copied to the **"Rail Ombudsman"** along with the entire correspondence history, will serve as an additional step in formalizing this case as a complaint about case management. I also reiterate that I will pursue disclosure under **"CPR Rule 31.12"** to compel the release of all relevant compensation and liability policies, should this matter remain unresolved. By continuing with this procedural investigation, GTR affirms its responsibility to resolve the claim transparently and expediently.

6. **Escalation and Formal Complaint**

· This email has been CC'd to the Rail Ombudsman, and I am attaching a copy of all prior correspondence for their review as a formal complaint regarding the poor management of this case. I urge you to address this issue promptly to avoid further escalation.

· Given the exceptional circumstances, the legal obligations of GTR, and the evidence provided, I respectfully request full reimbursement of the amounts listed above. Should this matter remain unresolved, I will work closely with the Ombudsman to seek resolution and proceed with legal action if necessary.

· I look forward to your prompt response. Should you require further clarification or additional information, please do not hesitate to contact me.

Kind regards, Simon Paul Cordell

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email: re_wired@ymail.com

Tel: +447864217519

On Wednesday 19 March 2025 at 09:17:25 GMT, Rewired Rewired <re_wired@ymail.com> wrote:

----- Forwarded message -----

From: Rewired Rewired <re_wired@ymail.com>

To: ahmed.jama@gtrailway.com <ahmed.jama@gtrailway.com>

Sent: Monday 17 March 2025 at 15:25:42 GMT

Subject: Follow-Up on Previous Correspondence – Action Required! "Awaiting Your Response".

Dear Amed,

I hope this message finds you well. I'm following up on the message I sent last Friday. Please let me know a convenient time to connect or if there are any matters you'd like to discuss.

Attachment(s)

[All-Emails-New-19-03-25.pdf](#)

[K444LW-71W75]