

Does this include Sundays and Saturdays for the ombudsman: “Over 40 working days have passed since raising your complaint with the Service Provider through their Complaints Handling.”

Based on the information from the Rail Ombudsman webpage, "working days" typically exclude weekends (Saturdays and Sundays) and public holidays. If the Ombudsman states "Over 40 working days have passed," they are referring to weekdays only. Since we calculated 42 calendar days, the actual number of working days may differ depending on whether there were weekends or holidays within that time frame.

Would you like me to help determine the exact number of working days in this period? Let me know!

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Can you work it out for me please? How many days are accounted for by them!

Of course, Simon! Let's calculate the number of "working days" (excluding Saturdays and Sundays) between February 12, 2025, and March 25, 2025:

1. February 12, 2025, is a Wednesday.
2. From February 12 to February 28 (inclusive), there are 13 weekdays (excluding weekends: February 15-16 and 22-23).
3. In March 2025, from March 1 to **March 25** (inclusive), there are 19 weekdays (excluding weekends: March 1-2, 8-9, 15-16, and 22-23).

When we sum up these, the total number of "working days" is **32 days**. This means the 40-working-day timeframe has not yet elapsed.