



Details

Name of Service Provider

Thameslink

Have you raised your complaint via Service Provider Complaint Handling Process?

Yes

Please enter the date when you first raised your complaint with the Service Provider.

12/02/2025

Have you received a Deadlock Letter from the Service Provider?

Yes

Please enter the reference number on your Deadlock Letter (if applicable)

By Email

About you

Title

Mr

First name

Simon

Last name

cordell

Postcode

EN3 7JQ

Address
109 Burncroft Avenue
Address 2
door-code CX5678
Town
London
County
London
Telephone
+447864217519
Are you over 16 years of age?
Yes
Do you wish to nominate a representative to act on your behalf?
No
Please select your / your representative's preferred method of contact from the Rail Ombudsman
Email
Has the Rail Ombudsman handled a dispute for you before?
No
Where did you hear about the Rail Ombudsman?
Train or station operator website

What happened
How did you raise your complaint with the Service Provider?
Email
Reference number provided by the Service Provider?
Na
Date of Incident.
12/01/2025
Please outline the journey undertaken highlighting the affected portion(s) of this, or let us know the station where the incident occurred.
Journey Summary and Affected Portion On 12 January 2025, I purchased a ticket for a Southern Railway journey from Gatwick Airport to London Bridge, with a planned change at East Grinstead. The affected portion of the journey was the 12:00 PM Southern Railway train from Gatwick Airport to East Grinstead, which was cancelled. Instead of the scheduled train, a coach replacement service was provided, which caused significant delays and rerouting. This disruption led to missed onward connections, financial losses, and personal hardship, as detailed in my claim. The incident occurred at Gatwick Airport Station, where the cancellation was announced and the coach service was substituted.
Where did you purchase your ticket from?
Other
If other please provide details.
website
What is the nature of your complaint?
Complaints handling
Further details
Unhappy at type/level of compensation
Please provide a written summary of your complaint, including why you think it is justified?

Written Summary of Complaint (within 2,000 characters):

On 12 January 2025, I purchased tickets for a Southern Railway journey from Gatwick Airport to London Bridge via East Grinstead. The 12:00 PM train was cancelled and replaced with a coach, causing significant delays and financial losses. I submitted a formal complaint on 12 February 2025 with receipts and legal references. Southern Railway denied responsibility, falsely claiming they do not operate the route—despite Southern Railway being a GTR brand and providing the replacement coach.

They later offered £111.80 as a “gesture of goodwill,” covering ticket costs, taxi fares, and bus fares, but refused to compensate for consequential losses or legal costs. Their representative, Ahmed Jama, admitted he was “not legally trained” and advised me to escalate to the Rail Ombudsman. He issued a formal deadlock on 13 March 2025 and reaffirmed it in later emails.

My total claim is £12,249.28, including solicitor fees and case preparation costs, which are recoverable under the Civil Justice Council’s 2025 Final Report on Litigation Funding. I request full compensation, a finding of misrepresentation, and a written apology.

Due to space limits, I have published all supporting evidence—including emails, receipts, legal references, and time logs—at: <https://horrificcorruption.com/Server2/Teeth-14-01-25/03.Claim-Letter-4-Southern-Railway-Claim/index1.asp> and copy of my complete written summery provided of complaint, for this input field here: <https://horrificcorruption.com/Server2/Teeth-14-01-25/03.Claim-Letter-4-Southern-Railway-Claim/02.Emails/40.Sent-Soon-Submission-to-Rail-Ombudsman.pdf>

What (if anything) has the Service Provider done so far to try to resolve your complaint?

What (if anything) has been done so far to try to resolve your complaint?
Since the incident on 12 January 2025, I have taken the following steps to resolve the matter directly with Southern Railway:
Submitted a formal complaint on 12 February 2025, including a full breakdown of losses, statutory references, and supporting receipts.
Engaged in 36 rounds of correspondence with Southern Railway’s representative, Ahmed Jama, who repeatedly denied responsibility and issued a deadlock confirmation on 13 March 2025.
Provided detailed journey evidence on 14 March 2025, confirming the coach delay and onward travel.
Southern Railway subsequently offered £111.80 in partial compensation, covering rail tickets, taxi fares, bus fares, and an additional £20 for communication failure.

Published a secure, timestamped archive of all correspondence, receipts, legal documentation, and evidence at HorrificCorruption.com to ensure transparency and prevent misrepresentation. Despite these efforts, Southern Railway refused to compensate for consequential losses and legal costs, necessitating escalation to the Rail Ombudsman

Please state why you are not happy with the remedy provided by the Service Provider.

Please state why you are not happy with the remedy provided by Southern Railway
I am not satisfied with the remedy provided for the following reasons:

Partial payments were framed as “gestures of goodwill”, despite clear evidence of operational failure and financial loss.

Southern Railway refused to compensate for consequential losses, including missed dinner (£25), lost business productivity (£80), and stress-related damages.

They denied liability for legal costs (£12,341.08), despite the Civil Justice Council’s 2025 Final Report confirming consumers’ right to recover such expenses when forced into legal action.

Their representative, Ahmed Jama, admitted he was “not legally trained” and unable to assess the legal merits of the claim, confirming the matter is appropriate for Ombudsman review.

Southern Railway misrepresented their operational role, falsely claiming they did not run the affected route, despite providing the replacement coach and issuing compensation.

The remedy fails to address the distress, inconvenience, and procedural obstruction I experienced, nor does it include a written apology, which I have formally requested.

I am seeking full compensation of £12,249.28, a formal finding of misrepresentation, and a written apology to restore accountability and prevent recurrence

Please state the nature of the remedy that you require.

An explanation or apology
Compensation

Has your complaint been raised with anyone else?

No

Supporting documents

40. Sent-Soon-Submission-to-Rail-Ombudsman.pdf

Declaration

Data Protection and Privacy

The Dispute Resolution Ombudsman Limited who operates the Rail Ombudsman is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882). We will keep records of the information that you give us. This helps us to monitor the progress of your case and produce statistics that we may publish. We will also collect information in connection with your case from the other parties involved. As part of our process we may share the information that you provide to us. You can find out how we use your data in our Privacy Notice which can be accessed by [clicking here](#)

The Rail Ombudsman works with Transport Focus and London TravelWatch. These bodies are independent watchdogs for transport users, who use insight from complaints to inform their policy and campaign work with the aim of improving the passenger experience of rail. We transfer some cases to these bodies in accordance with our Privacy Notice, where the matters in dispute are outside our remit but within theirs.

Additionally, if you consent to the Rail Ombudsman sharing the content of your application form, including any personal data you may have included within it, with these bodies for the purposes of generating insight, please tick here:

Yes

Your Declaration and Agreement

- The information supplied is true and accurate to the best of your knowledge and belief.
 - You have read the Privacy Notice on how your data will be used by the Rail Ombudsman.
 - You agree to your complaint being reviewed by the Rail Ombudsman.
- ☒ Please indicate your acceptance of the Rail Ombudsman holding, using and sharing your data in accordance with our Privacy Notice by ticking this box.
- Where you have supplied any Special Categories of Personal Data, by ticking this box you
- ☒ consent to the Rail Ombudsman using your data for the proper and reasonable administration of your claim.
- You may withdraw your claim at any time and that where the Rail Ombudsman makes a decision on your claim, you are not bound to accept it.
 - If you do choose to accept the decision, you must do so within 20 working days of the decision and if you accept, the decision will be in full and final settlement.
 - Where the Rail Ombudsman makes a decision, you may not be able to rely on previous offers made by the Service Provider.
 - The Service Provider will be bound by the Rail Ombudsman's decision if you accept.
- ☒ By ticking this box you are confirming both you and, if applicable, your representative are happy to receive case update notifications via Email.

☒ By ticking this box you are confirming both you and, if applicable, your representative are happy to receive case update notifications via SMS.