

Submission to the Rail Ombudsman

Claimant: Simon Paul Cordell.

Date: 01st of August 2025.

Claim Reference: 20250224-730595.

Operator: Southern Railway / Govia Thameslink Railway (GTR.)

Total Compensation Requested: £12,249.28.

Summary of Claim:

On **12th of January 2025**, I purchased tickets for a Southern Railway journey from “**Gatwick Airport To London Bridge**,” via East Grinstead. Upon arrival, the “**12:00 PM Train Was Cancelled**,” and a “**Coach Replacement**” was provided, causing significant delays and cascading financial losses.

Despite submitting a detailed claim on “**12th Of February 2025**,” including receipts and statutory references, Southern Railway (via Ahmed Jama) repeatedly denied responsibility, falsely claiming they do not operate the route, despite Southern Railway being a GTR brand and the route falling within their network.

Breakdown of Losses:

Category	Amount
Train tickets	£23.80
Missed cab booking	£51.50
Bus fare	£3.50
Replacement cab fare	£13.00
Dinner due to late arrival	£25.00
Lost business productivity	£80.00
Legal fees and case preparation	£12,052.48
Total	£12,249.28

Legal Basis for Claim:

1. Delay Repay Scheme & National Rail Conditions of Travel:

- The delay exceeded 120 minutes.
- Compensation is due for both ticket costs and consequential losses.

2. Civil Justice Council's 2025 Final Report on Litigation Funding (Effective 2 July 2025):

This landmark reform confirms that consumers forced into legal action due to a trader's failure to resolve a valid claim may recover:

- **Solicitor fees,**
- **Case preparation costs,**
- **Evidence compilation and procedural expenses!**

This replaces the prior uncertainty under "**Civil Procedure Rules (CPR) 2014,**" which lacked clarity on consumer recovery rights. The new framework guarantees my entitlement to recover legal costs incurred in pursuing this unresolved claim.

Key Evidence from Southern Railway:

Ahmed Jama's Admission of Legal Incompetence:

"I am not legally trained in this aspect of law and cannot provide a legal interpretation of your claim. If you believe your claim involves legal matters beyond our compensation policy, I would advise you to raise this with the Rail Ombudsman who can assess the legal merits independently."
"Email dated 11th of April 2025."

This Statement Confirms:

- GTR's internal process is "**Not Equipped To Assess Legal Entitlements.**"
- The matter is "**Ripe For Ombudsman Review.**"

Deadlock Confirmation:

Ahmed Jama issued a formal deadlock on "**13th Of March 2025,**" stating:

"Please make sure that you tell [the Ombudsman] that you have this email, known as a Deadlock."

He reaffirmed this on "**11th of April 2025,**" and again in the "**36th Email,**" stating:

"Any complaint about a deadlock being issued prematurely..."

This satisfies the Ombudsman's requirement for escalation.

Misrepresentation by GTR:

Ahmed repeatedly claimed:

“We do not operate a train service on the route that you had advised...”

This is demonstrably false:

- The **“Southern Railway Brand Is Operated By GTR.”**
- The **“Gatwick–East Grinstead–London Bridge Route”** is part of their published network.
- The **“Replacement Coach”** was provided by GTR, confirming operational responsibility.

This misrepresentation obstructed resolution and prolonged the dispute.

Requested Outcome:

I respectfully request that the Rail Ombudsman:

1. **Uphold my full compensation claim of £12,249.28:** including legal costs under the Civil Justice Council’s 2025 reforms.
2. **Issue A Formal Finding Of Misrepresentation And Procedural Failure:** by GTR.
3. **Require Southern Railway To Issue A Written Apology:** acknowledging the delay, misrepresentation, and distress caused.

Disclosure of Supporting Evidence:

For full transparency and ease of review, I have published all relevant case files, correspondence, receipts, and legal documentation on my secure website. These materials are publicly accessible and timestamped to preserve the integrity of my claim.

Please refer to the following links:

- [Homepage – HorrificCorruption.com](#)
- [Claim Files Landing Page](#)
- [Southern Railway Case Folder – Full Archive](#)

These Folders Contain:

- All email correspondence with Southern Railway and Ahmed Jama
- Receipts and financial breakdowns totaling **£12,249.28**
- Legal references including the **“Civil Justice Council’s 2025 Final Report On Litigation Funding”**
- Video, audio, and photographic evidence of disruption and impact
- My sick note and recovery documentation
- Timeline of events and escalation history

This archive is maintained to ensure transparency, prevent misrepresentation, and support the Ombudsman's investigation with a complete evidential record.

Thank you for your time and understanding. I remain hopeful for a fair and prompt resolution. Please feel free to contact me if further clarification or supporting documentation is required.

Best regards, Simon Paul Cordell

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