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Successful Submission - Complaint Reference No: R170175  
From: Rail Ombudsman (noreply@railombudsman.org)  
To: re\_wired@ymail.com  
Date: Friday 1 August 2025 at 15:41 BST

Dear Simon cordell,

Thank you for submitting your dispute with the Rail Ombudsman, your unique reference number is R170175.

Your dispute will be assessed to ensure that it falls in scope for the Rail Ombudsman. Any out of scope disputes will be forwarded onto Transport Focus or London Travel Watch, if within their remit, within three working days. Otherwise, we will signpost you of how you may be able to pursue the claim further. More information on in scope and out of scope claims can be found in pages 24 to 34 of our [Scheme Rules](#).

If you have not allowed 40 working days since the date of your first complaint, we will require a "deadlock" email or letter to accept the escalation. Your case will be closed if this is not received within 3 working days, but can always be reopened as soon as it is received.

You will receive an e-mail updating you on the status of your dispute within 2 weeks of this e-mail.

In the meantime, for any further information, please visit our website:

[www.railombudsman.org](http://www.railombudsman.org)

#### System Message

Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire. SG1 2AD  
Telephone calls to and from the Ombudsman may be recorded for quality and training purposes.  
Registered company name: Dispute Resolution Ombudsman. Registered office: Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD Company Registration Number: 8945616. Registered in England & Wales.

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

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