

Application tracking: R170175 - Thameslink



Message Us



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Application Form

Case Received	✓ 01/08/2025
Scope Review	✓ 05/08/2025
Response Requested	✓ 05/08/2025
Response Received	⌛ Pending
Complete	⌛ Pending

Messages

Date: 14th Aug 2025 - 11:30

By: Connor Hare

Dear Mr Cordell,

I am contacting you concerning your complaint with Thameslink Railway, the Rail Service Provider (RSP).

I note from your application form that you are seeking £12,341.08. Here at the Rail Ombudsman we can only award a maximum of £2,500.00, we would be unable to consider any requests for more compensation.

Please can you confirm if you wish to proceed through our process?

If possible, can you confirm this by the 19th of August 2025.

If you have any questions, please do not hesitate to ask.

Kind regards,

Connor Hare

Telephone: 0330 094 0362 / 02039487682

Email: triage@railombudsman.org

Date: 14th Aug 2025 - 23:20

By: Simon cordell

Subject: Response to Case R170175 – Confirmation of Legal Understanding and Conditional Acceptance

Dear Connor Hare,

Thank you for your message regarding my complaint against Thameslink Railway. I understand and acknowledge that the Rail Ombudsman is bound by a maximum enforceable award of £2,500.00 under its scheme rules. I also understand that this cap does not reflect the full value of my claim (£12,341.08), which is based on government-set legal recovery rates per hour—rates that are binding and recognised in law.

I am prepared to proceed through your process and accept the full £2,500.00 as a partial settlement, but only on the condition that this amount is not reduced arbitrarily or proportionally due to the higher value of the claim. Any reduction below the £2,500.00 would, in my view, undermine the seriousness of the matter and the legal standards that govern fair recovery. In such a case, I would reserve the right to pursue the full amount through the courts. My acceptance of the Ombudsman's process is therefore conditional:

If the full £2,500.00 is awarded, I will consider the matter closed and will not seek further legal recovery.

If the award is reduced below this cap, I will treat the process as incomplete and will escalate the matter through formal legal channels.

This approach reflects my understanding of UK consumer and civil law, which allows claimants to engage with ADR bodies without waiving their right to full legal redress. I trust this position is consistent with your scheme’s terms and would appreciate confirmation.

Kind regards, Simon Paul Cordell

Date: 15th Aug 2025 - 14:27

By: Connor Hare

Good afternoon,

Thank you for confirming.

If in the event the RSP does not offer what you are seeking or we do not award what you are seeking, then you have to right to pursue your claim further through other channels such as court.

Kind regards,

Connor Hare

Telephone: 0330 094 0362 / 02039487682

Email: triage@railombudsman.org

(maximum 2000 characters)

Send Message

Attached documents

Date	Filename
1st Aug 2025 - 15:40	Application Form.pdf
1st Aug 2025 - 15:40	40. Sent-Soon-Submission-to-Rail-Ombudsman.pdf