

The Rail Ombudsman Ahmed Jama

- **About the 11th Email Received.**

Ahmed Jama stated in his email dated **13th of March 2025**, Titled as **“The 11th Email Received!”** that his communication could be regarded as a **"Deadlock Letter."** He confirmed: *"If you contact them, please make sure that you tell them that you have this email, known as a Deadlock, to show that you have completed the complaints process with us."*

This constitutes formal acknowledgment that the internal complaints process has concluded, and I am therefore entitled to escalate my claim to the Rail Ombudsman without further delay.

Relevant Legal Context:

1. **Rail Passengers' Rights and Obligations Regulation (EC) No. 1371/2007:** Passengers are entitled to compensation for delays, cancellations, and disruptions, irrespective of the cause. This regulation underscores the duty of train operators to provide fair compensation and assistance to affected passengers.
2. **Consumer Rights Act 2015:** This Act ensures that services must be provided with reasonable care and skill. Any failure to deliver services as advertised, such as unplanned disruptions, entitles customers to remedies, including compensation for consequential losses.
3. **National Rail Conditions of Travel:** These conditions outline passengers' rights, including compensation for delays exceeding specified thresholds. The policy ensures that passengers are not unfairly burdened by operational failures.

Given the recognition of the email as a Deadlock Letter and the application of the above regulations, I will now proceed to escalate my claim to the Rail Ombudsman for independent review and resolution.

This situation has clearly caused unnecessary stress and delays, compounded by the lack of transparency from both Ahmed and the Rail Ombudsman. Here's a breakdown of the key issues and how they could be addressed moving forward:

1. **Failure of the Rail Ombudsman to Act on the Provided Emails:** The Ombudsman should have reviewed the evidence sent, including Ahmed's email stating that it was a Deadlock Letter. By failing to account for this, they effectively prolonged the resolution of your claim, causing you unnecessary hardship. The Ombudsman is required by their own code of practice to carefully review all submitted evidence and act accordingly.
2. **Ahmed's Handling of the Situation:** While Ahmed acknowledged your claim and the exceptional circumstances surrounding it, his lack of communication about his two-week holiday is unacceptable. This oversight left you in a position of uncertainty at a critical time. Moreover, his response to your messages on the Friday before his leave shows a disregard for the urgency of your case.

3. **Stress and Consequences:** The miscommunication and delays have caused you stress and led to additional waiting time. It's understandable to feel disappointed and let down by the process, especially when you've been proactive in submitting evidence and following up.