RAIL OPERATORS
COMPLAINT REPORTING FLOWCHART

Rail infrastructure matter

Network Rail, Kings Place, 90 Yorkway, N1 9AG
08457 114141
http://www.networkrail.co.uk/aspx/3473.aspx

Not satisfied?

East Croydon Station matter

David Coates, Station Manager, Southern Ltd, c/o East Croydon Station, George Street, Croydon CR0 1LF

Not satisfied?

Other Stations

Station Manager (Name of Station), c/o Ian Rashbrook, Stakeholder Relations Manager, Southern Ltd, Go-Ahead House, 26-28 Addiscombe Road, Croydon CR9 5GA

Not satisfied?

Train Operators matter

Southern: Ian Rashbrook, Stakeholder Relations Manager, Southern Ltd, Go-Ahead House, 26-28 Addiscombe Rd, Croydon CR9 5GA
First Capital Connect Customer Relations: 0845 026 4700 e-mail: customer.relations.fcc@firstgroup.com or use online form at: www.firstcapitalconnect.co.uk

Not satisfied?

British Transport Police matter

Inspector Ioannau, Knollys House, 17 Addiscombe Road, CR0 6SR, 0208 253 7650 / 7651

Not satisfied?

London Travel Watch

6 Middle Street, London, EC1A 7JA
0207 505 9000 - enquiries@londontravelwatch.org.uk

Final stage

Local ward councillor

Contact your local ward councillor to raise issue to be discussed at next Rail Liaison Panel meeting