

Rail Delivery Group



Rail Delivery Group

Response to:
ORR

Date: 20th January 2017

Rail Delivery Group response to consultation:

Consultation on the scope of regulation for some categories of licence holder for Complaints Handling Procedures and Disabled Person's Protection Policies

Organisation: Rail Delivery Group

Address: 200 Aldersgate Street, London EC1A 4HD

Business representative organisation

Introduction: The Rail Delivery Group (RDG) was established in May 2011. It brings together Network Rail and passenger and freight train operating companies to lead and enable improvements in the railway. The purpose of the RDG is to enable Network Rail and passenger and freight train operating companies to succeed by delivering better services for their customers. Ultimately this benefits taxpayers and the economy. We aim to meet the needs of:

- Our Members, by enabling them to deliver better outcomes for customers and the country;
- Government and regulators, by developing strategy, informing policy and confronting difficult decisions on choices, and
- Rail and non-rail users, by improving customer experience and building public trust

The RDG welcomes the opportunity to respond to the ORR's consultation on options for regulating obligations relating to Disabled People's Protections Policies (DPPPs) and Complaints Handling Procedures (CHPs) for station licence holders and charter operators.

We acknowledge that the scope of this consultation is limited to licence holders who only hold station licences and do not form part of the core National Rail managed network.

Having reviewed ORR's proposed policy options with regard to the above matters, the Rail Delivery Group supports the view of ensuring consistency within the industry as part of a customer's end to end journey. We welcome the opportunity to provide a more seamless experience for customers travelling with charter operators that interact with the main railway.

In terms of the scope of the consultation, the RDG believes there would be merit in the ORR looking at DPPP guidance, which has not been reviewed since 2009. We believe that existing legislation is duplicated by the current DPPP guidance and would greatly encourage the ORR to explore the option of reviewing this guidance. The RDG would be happy to support the ORR in any review that takes place.

Yours faithfully,

Michael Adlington

Rail Delivery Group



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