



## Who we are

Network Rail runs and looks after Britain's railways. We don't operate trains, but we do make sure they can run safely and reliably through our work to maintain and improve the railway infrastructure.

This work isn't just about engineering. It also includes things like repairing fencing, and managing trees and other vegetation that could affect train services.

But we care about the 20 million+ people living alongside the railway. And although our work can cause some disruption and noise, we do our best to limit this where we can.

If you have a query, see the contact section for how to get in touch.



## When to contact us

### CONTACT US IF YOUR QUERY IS ABOUT:

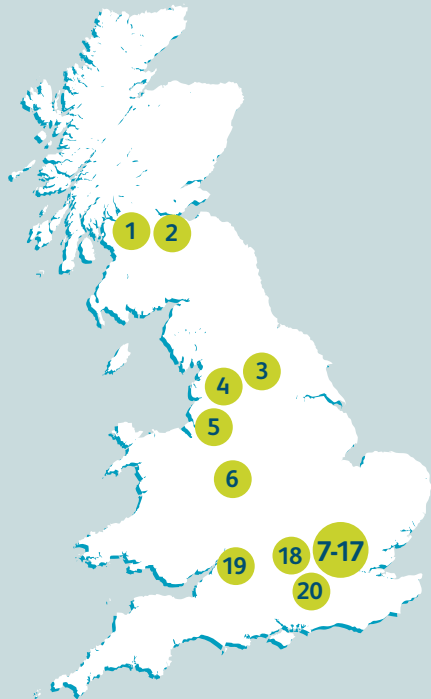
- » Work on the railway infrastructure, including track maintenance, work to electrify lines and for most major projects on the railway.
- » How we maintain our land alongside the track.
- » One of our stations (listed under 'Our stations').
- » If contacting us about trees and vegetation, graffiti or damaged fencing along the railway line, it's helpful if you can email some photographs of the problem.

### TIMESCALES

If you report a safety threat to you or others, we will prioritise this and respond as quickly as possible.

For all other non-safety queries, we aim to respond within 20 working days.

## Our stations

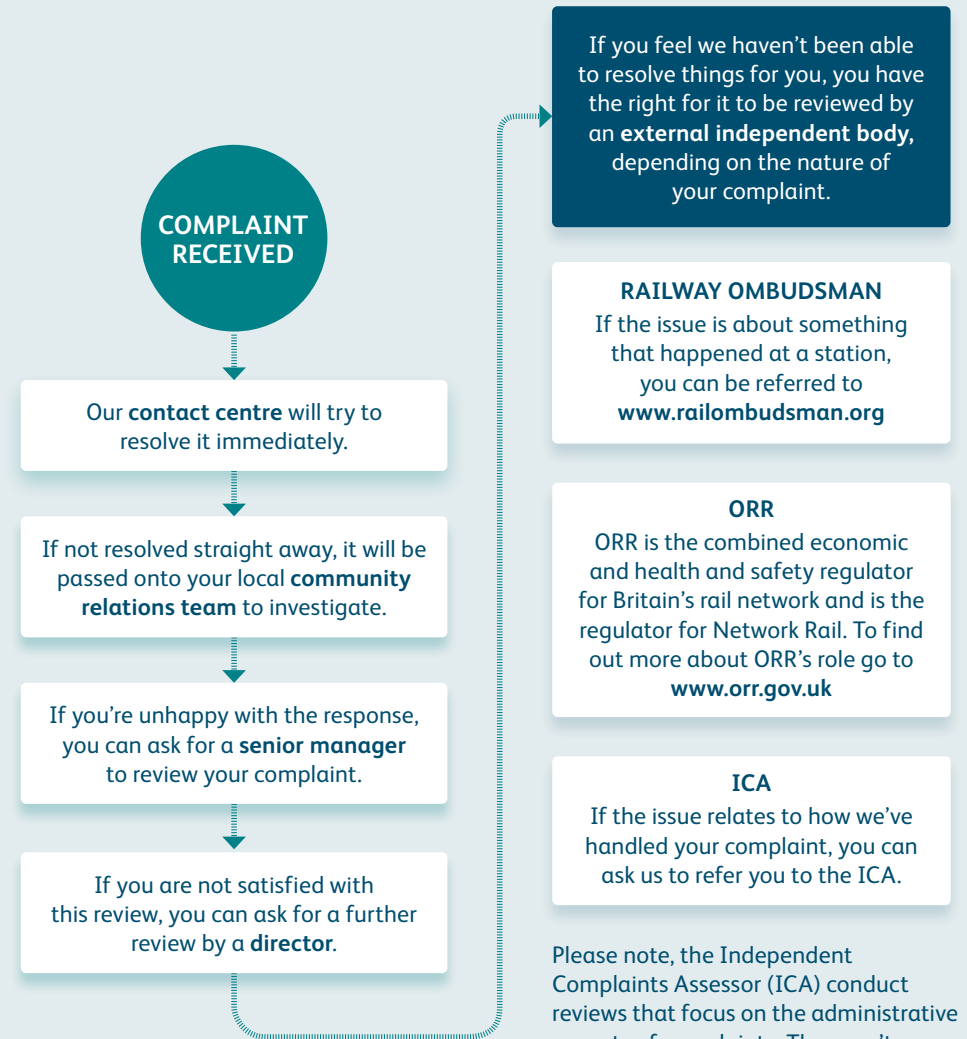


### OUR 20 MANAGED STATIONS

- 1 Glasgow
- 2 Edinburgh Waverley
- 3 Leeds
- 4 Manchester Piccadilly
- 5 Liverpool Lime Street
- 6 Birmingham New Street
- 7 London Bridge
- 8 London Cannon Street
- 9 London Charing Cross
- 10 London Euston
- 11 London King's Cross
- 12 London Liverpool Street
- 13 London Paddington
- 14 London St Pancras
- 15 London Victoria
- 16 London Waterloo
- 17 Clapham Junction
- 18 Reading
- 19 Bristol Temple Meads
- 20 Guildford

For queries about any other stations, you should contact the train operating company that manages that station. You can find their company and contact details at: [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations)

## Your complaint journey with us



### RAILWAY OMBUDSMAN

If the issue is about something that happened at a station, you can be referred to [www.railombudsman.org](http://www.railombudsman.org)

### ORR

ORR is the combined economic and health and safety regulator for Britain's rail network and is the regulator for Network Rail. To find out more about ORR's role go to [www.orr.gov.uk](http://www.orr.gov.uk)

### ICA

If the issue relates to how we've handled your complaint, you can ask us to refer you to the ICA.

Please note, the Independent Complaints Assessor (ICA) conduct reviews that focus on the administrative aspects of complaints. They can't comment on Network Rail's policies, although they can say whether we have applied those processes correctly.

For passenger complaints you can also visit: [www.transportfocus.org.uk](http://www.transportfocus.org.uk) or [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk) for journeys that have taken place wholly in London.

## Your data

### HOW WE USE YOUR PERSONAL DATA

Our privacy notice can be found at [www.networkrail.co.uk/privacy](http://www.networkrail.co.uk/privacy) or you can request a copy by contacting our helpline. It explains how we'll store and use your personal data in accordance with the Data Protection Act 2018 and General Data Protection Guidelines (GDPR). GDPR provide you with certain rights re: your personal information. For more on exercising these rights, see: [www.networkrail.co.uk/who-we-are/transparency-andethics/data-protection/](http://www.networkrail.co.uk/who-we-are/transparency-andethics/data-protection/)

### ASKING FOR INFORMATION ABOUT NETWORK RAIL

The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 give you the right to ask for all forms of recorded information that we hold\*. For more on making a request and further guidance about FOI and EIR, see: [www.networkrail.co.uk/who-we-are/transparency-andethics/freedom-of-information-foi/](http://www.networkrail.co.uk/who-we-are/transparency-andethics/freedom-of-information-foi/)

\*FOI procedure is not intended for standard queries and complaints.

## Other ways to contact us:

#### Website

Speak to us on live chat or fill out our contact form.

#### Social media

We're on Facebook, Twitter and Instagram.

#### Phone

03457 114141 (24hrs)

#### Post

Contact and Communities, Network Rail, General Offices, Waterloo Station, Station Approach, London, SE1 8SW

#### In-station

Speak to a member of staff at stations listed under 'Our stations'.

## WHO TO CONTACT ABOUT OTHER MATTERS

If your complaint relates to: You should contact:

**Train services (passenger and freight) and rolling stock**

The train or freight operator. If unsure of the name, look for the logo on the side of the train. Or find out at: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

**Stations (apart from those listed under 'Our stations')**

The train operating company that manages the station. For the name and contact visit: [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations)

**Timetabling, tickets, railcards and fares**

The train operator or National Rail

If you contact us about something that falls outside our responsibility, we will assume that you are happy for us to refer your query and contact details to the most appropriate company for them to get in touch with you.