



Date issued: 21 April 2020

Delay Repay scheme

Thank you for your Freedom of Information (FOI) Act request of 6 April 2020. The reply to your individual requests is set out below:

1. How many complaints have you received about your online Delay Repay claim form?

We record complaints about the form under a category of 'delay compensation handling' in our Customer Relationship Management systems under website issues. However, whilst we do not currently specifically track complaints about the delay repay form itself, we will review this.

2. What is the process that you undertake on receiving a Delay Repay claim?

Our [Passenger Charter](#) explains the claims process.

3. What is the most common reason for a claim being refused?

The most common reasons for refusing a claim are:

- i. No delay
- ii. Other Train Operating Company is liable for the claim
- iii. Duplicate claim
- iv. Ticket not enclosed
- v. We calculated that the journey was not delayed by more than 15 minutes

If you have any queries, please do not hesitate to contact Transport for Wales.

Yours sincerely

Transport for Wales