**Date issued:** 10th of July 2023

**Freedom of Information Request** 119/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**1) I do want to hear about who regulates you and what Senedd Committee scrutinises your work.

2) Please send me information on the service provided on this line over the last six months.**

**3) I would be grateful for information on how long it takes you to resolve claims and complaints.**

**RESPONSE**

Question 1

Transport for Wales are regulated by **The Office of Rail and Road** (ORR) which is the independent economic and safety regulator for Britain’s railway.

Th Senedd Committees which scrutinise Transport for Wales are the Climate Change, Environment, and Infrastructure Committee and

Question 2

Please find graph overleaf illustrating the below requested data between Cardiff Central and Craven Arms for the last 6 months.

*Continued…*



Questions 3&4

We publish our Delay Repay figures quarterly here [Delay Repay | TfW](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftfw.wales%2Fhelp-and-contact%2Frail%2Fdelay-repay&data=05%7C01%7CFreedomofinformation%40tfw.wales%7C92b5125159b44c56871a08db7be4dc25%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638239995090902836%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=OSXW5%2FhDHgv3zHA97MIuyMQs%2BtbY8e5ohHJXhmCpjyM%3D&reserved=0) (at the bottom), we are just finalising the figures ready to publish Q1 figures. Our average handling time measured in March was 12 days. A high percentage of our Delay Repay claims are automated, so a customer should see a pretty quick refund, but we are seeing significant uplift in DR figures due to issues on the network, which results in a higher number of claims going to manual review by an advisor which takes more time. We are working with Tracsis on how we can increase the amount of automation on claims and are implementing some changes in the coming weeks which will improve this.

As part of our commitment to and monitoring by the ORR, we will answer 95% of comments and complaints within 20 working days and set a target of 90% to be answered in 10 working days. We are currently within the ORR compliance of 95% answered within 20 working days.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".