|  |
| --- |
| **IMPORTANT!  PLEASE READ, THEN DELETE THIS BOX**  This is a template letter for guidance. You need to add your details and where appropriate change the letter to suit your circumstances. Feel free to add more info.  Once you’ve made changes, always print it out and read through it to check it’ll make sense.  **ACTION POINTS**  **[BLUE BRACKETS]:** Put your specific info here, then delete the instructions (and change the text colour)  **[RED BRACKETS]:** These are just for your info so delete them after reading |

[insert your name, address, email address and phone number]

[insert date]

[insert name and

address of train company]

Dear Sir or Madam,

**Re: Compensation claim for delayed train**

I am writing to you regarding a train journey from [insert departure station] to [insert arrival station] on [insert date].

The scheduled departure time was [insert scheduled departure time] but the train arrived [insert number of minutes] late at [insert arrival station].

[if you’re making a complaint about something else, eg a cancelled train, insert details here]

Your Passenger Charter states [check the basic requirements for compensation in our guide] that I am now entitled to the minimum sum of [insert amount you’re due] in compensation.

The total compensation sought is [insert total amount]. I would prefer this compensation to be paid out by cash/cheque [for delays the train company does not have to pay cash but it’s worth asking].

I look forward to receiving this compensation within the next 14 days.

Yours faithfully,

[insert your signature]

[insert your name (printed)]

[Enclose ALL relevant evidence for your claim, eg, original tickets (keep photocopies), any previous communications with the company, booking confirmation and receipts of additional costs.]