

EAST COAST

East Coast Main Line Company Limited
East Coast House, 25 Skeldergate
York YO1 6DH
eastcoast.co.uk

Tony Leeming
request-247773-d9eab2ca@whatdotheyknow.com

23 January 2015

Dear Mr Leeming,

I am writing in response to your Freedom of Information request, dated 10 January 2015, concerning customer complaint statistics for East Coast.

I am pleased to confirm that the information you require is already publically available through the Office of Rail Regulation (ORR) website. Please use the following link to access this information <http://orr.gov.uk/statistics/published-stats/complaints-data>

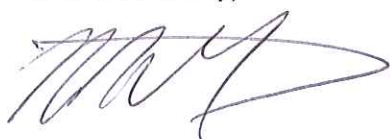
The one exception is that complaints received via Twitter are not included as a category. The categories (or 'methods' to use ORR terminology) are letter, email, telephone, meet the manager (complaints received directly by a manager at an organised event to meet customers face to face) or online forum. Further, East Coast does not record quantum of complaints received via Twitter either so does not hold this information.

I hope the above is helpful to you. If you are not satisfied with this response, you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk.

Yours sincerely,



Matt Short
East Coast Main Line Company Limited