



Easy
Read

How to tell us what you think



Updated May 2026

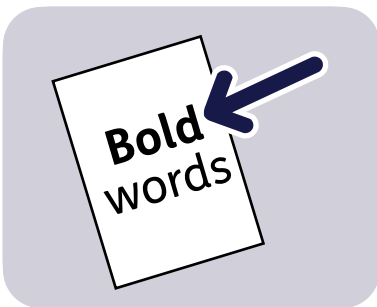
Easy Read



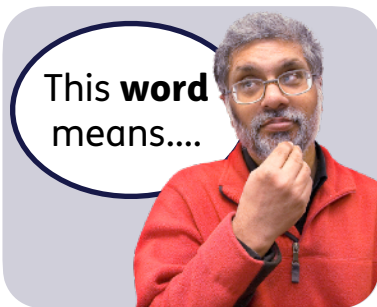
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



[Blue and underlined](#) words show links to websites and email addresses. There will be a QR code next to each one - you can use the camera on your phone to scan these to take you to the website.

How to tell us what you think



If you have travelled with us and you want to tell us what you think, you can do this by filling out a form online.

Click on one of these links to use the form:



- If you travelled with Southern:

www.southernrailway.com/help-and-support/contact-us



- If you travelled with Thameslink:

www.thameslinkrailway.com/help-and-support/contact-us



- If you travelled with Great Northern:

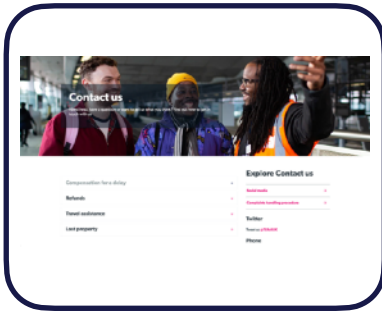
www.greatnorthernrail.com/help-and-support/contact-us



- If you travelled with Gatwick Express:

www.gatwickexpress.com/help-and-support/contact-us

Using the online form



When you click on one of these links, it will take you to a web page where you can tell us what you think.

Email **(required)**

You will need to give us some information. The form will show in red the information you must tell us.

On the web page, there are 4 buttons. Click on the button that says:

I would like to give some feedback

What would you like to contact us about?

I would like to make a complaint

I would like to give some feedback

I would like to report a fault

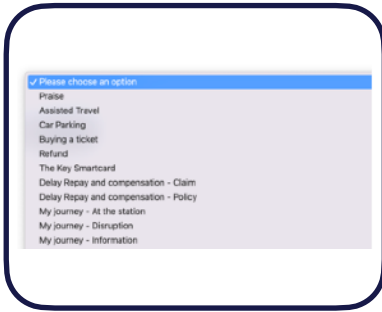
I would like to make an enquiry

Give Some Feedback

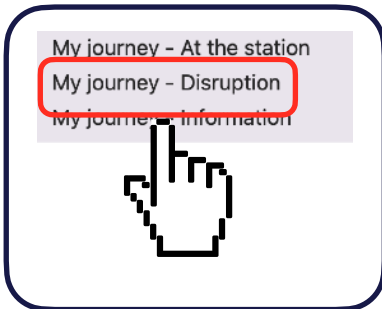
What is your feedback regarding?

Please choose an option

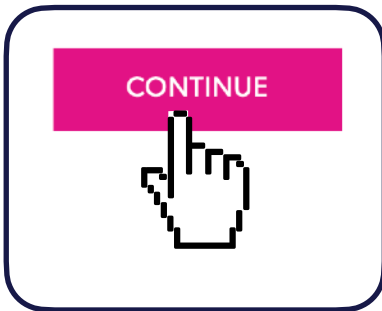
When you click on this, it will open a new page. This page will ask you to choose what you want to tell us about.



If you click on the button that says: **Please choose an option** it will open a list of choices to choose from.

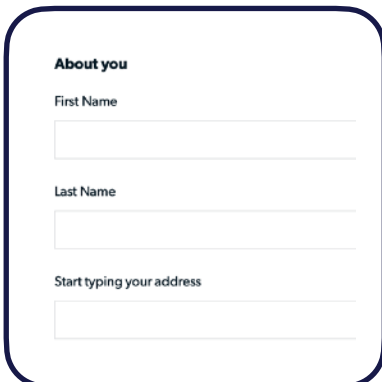


To tell us about a problem with your journey, click on: **My journey - Disruption.**



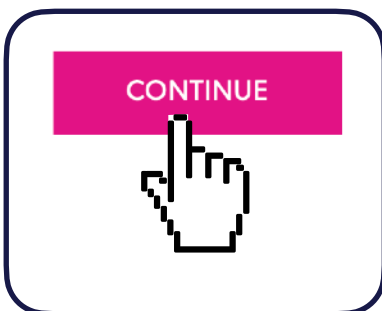
Click **Continue.**

This will open a new page.



On this page, you will need to give us some information about you, like your name and address.

You will need to give us your email address, so we can contact you.



Click on **Continue** again.

Additional Information

Any additional comments *(required)*

I was on the 12.00 train from Brighton to St Pancras on 02 No working which made my journey very uncomfortable. Please

Next, you can write about what you want to say.

SUBMIT

Once you have done this, click **Submit** to send your message to us.

If you had assistance



Assistance is help from train and station staff to use our trains.



If you booked assistance with us, and want to tell us what you thought, you can fill in this form:

<https://forms.office.com/pages/responsepage.aspx?id=--0vyv2PX0C4FDIh2eW0iFVDCFdlapBEmphqG5SlemhUOV04MEU3T1IWNFdSTVVMQTQ0RFdTMUdCRS4u&web=1&wdLOR=c2F9F863F-EAFC-4D84-A1D5-4F0233B5769F>



If something has gone wrong

If something has gone wrong, like if you booked assistance but did not get it, you can contact us to complain here:



- If you travelled with Southern:
www.southernrailway.com/help-and-support/contact-us



- If you travelled with Thameslink:
www.thameslinkrailway.com/help-and-support/contact-us



- If you travelled with Great Northern:
www.greatnorthernrail.com/help-and-support/contact-us



- If you travelled with Gatwick Express:
www.gatwickexpress.com/help-and-support/contact-us



It will be helpful if you can include your ticket or proof of buying your ticket.



We will find out what went wrong. We may give you the money for your ticket back.



If your journey involved other train companies, we will send your complaint to them.

We will tell you that we have done this.

The Rail Ombudsman



If you are not happy with how we have dealt with your complaint, you can contact the Rail Ombudsman.



This is a service that helps people who have had problems with train journeys.



You can contact them on their website:

railombudsman.org