

ANY CONCERNS?

South West Trains is committed to providing excellent customer service. To assist us in achieving and maintaining this, we would like to hear your comments and suggestions regarding our service.

You can speak with any member of South West Trains' staff, or alternatively our Customer Service Centre can be reached by telephone on **0845 6000650** or by email at **customerrelations@swtrains.co.uk**.

Alternatively you may wish to complete this form and either fax to **023 8072 8187** or post to:

Customer Service Centre, South West Trains, Overline House, Blechynden Terrace, Southampton SO15 1GW

Personal Details

Name: Mr/Mrs/Miss

Address:

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Day time telephone:

Have you discussed your issue with a South West Trains' member of staff?

Yes

To:.....

From:.....

Date:.....

Time:.....

Ticket Type:.....

Email:.....

No

If yes please give details

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Are your concerns relating to:

Refund according to Passenger Charter

Train

Station

Safety

Claim

Performance

Staff Member

Other

Comments:

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Signed..... Date

Please staple your tickets here or photocopy if season ticket

