



Assisted Passenger Feedback Form

Please help us to improve our service
by giving us your comments

ScotRail is operated by



Your feedback is important

As a ScotRail customer your views are very important in helping us to deliver and continually improve our service.

We welcome feedback from customers, both positive and negative on journeys undertaken, our booking process, assistance provided and suggestions on how we can improve our service.

To help maintain this service excellence, please complete the questionnaire below. The questions are very straightforward and should take you a few minutes to answer.

When you have completed your questionnaire, you can hand it to the booking office staff or if you haven't got time to complete immediately, you can send it back to us using the freepost address at the back of the questionnaire. The form is also available on our website for you to download or fill in and email.

Thank you for helping us improve our service.

Your details

Title:	First Name:
Surname:	Email:
Daytime Tel No.:	Evening Tel No.:
House name / No.:	Street name:
Town/City:	Country:
Postcode:	

Journey Details (Please tell us about your journey)

Outward

Return

Date of travel	<input type="text"/>	Date of travel	<input type="text"/>
Time	<input type="text"/>	Time	<input type="text"/>
Origin station	<input type="text"/>	Origin station	<input type="text"/>
Interchange station	<input type="text"/>	Interchange station	<input type="text"/>
Destination station	<input type="text"/>	Destination station	<input type="text"/>
Booking reference (if applicable):	<input type="text"/>		

Journey Planning

1. When you were planning your journey, which information sources did you use? i.e. to check train information & times, station information.

2. If you booked your assistance in advance, where did you make your booking?

Station Please specify:

Booking reference (if applicable):

3. Were you satisfied with the Assisted Travel booking process? Yes No

If No, please comment:

4. Was assistance provided at:

	Yes	No	If NO, please comment
Origin station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Interchange station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
On-train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Destination station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Your overall opinion of the Journey

5. Taking into account the information source, the station where you boarded the train, and your actual train journey, were you satisfied with your journey?

Yes No Please comment:

Did you know that ScotRail has a dedicated Assisted Travel freephone number, 0800 912 2 901 and 18001 0800 912 2 901 (Typetalk – for the hard of hearing) where you can get help when planning your travel arrangements?

Yes No Comments

Is there anything else that we could be doing to improve our Assisted Travel

Yes No Comments

Further Comments

If you have any other comments or contributions you may want us to know of, you can also contact our customer relations team by writing to:

First ScotRail Customer Relations, PO Box 7030, Fort William PH33 6WX

Telephone 0845 601 5929, or Email: scotrailcustomer.relations@firstgroup.com

no stamp
required

Your Assisted Travel Feedback Form

First ScotRail Customer Relations

FREEPOST RLYA-YLLH-BBUE

First ScotRail

Fort William

PH 33 6RX