c2c Useful Contacts

Customer Relations

We are continually looking to improve our service, and your feedback is important to us. Whether it is a problem or praise you want to talk to us about, we are here to help you.

For more information and FAQs, please see our dedicated pages on our website or contact us at the contact details below.

FREEPOST c2c CUSTOMER RELATIONS

Email: contact@c2crail.co.uk

Phone: 0345 744 4422 (08:00-20:00 Mon to Fri) (09:00-16:00 Sat, Sun and Bank Holidays)

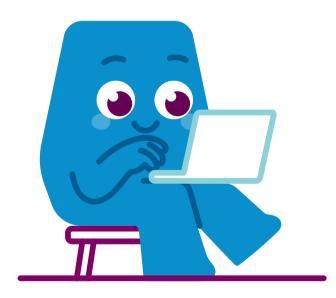
f c2c Rail

¥ @c2c_Rail

FREEPOST c2c CUSTOMER RELATIONS

Comments and complaints

Feedback form



We'd like to hear from you

We'd love to hear what you think about our service, good or bad. The quickest way to get in touch is through our web form at c2c-online.co.uk or by emailing us at contact@c2crail.co.uk. If you prefer, you can use this form and send it back to us. The address is already printed on the back of the form and there is no need to use a stamp.

If you'd like to claim compensation for a delay, please use our dedicated Delay Repay form (available from stations) or fill in the claim form at c2c-online.co.uk.

Personal details

reisonal details		
Name		
House Number/ Name		
Postcode		
Email Address		
(by providing us your email address we can provide you with a quicker response)		
Telephone		
Date of application (DD/MM/YY)		
Journey details (if Applicable)		
Origin Station		
Destination Station		
Date of your journey (DD/MM/YY)		

Attach the ticket (if applicable) securely to this form before posting.	
Privacy notice	
We take your privacy seriously. If you want to find out how we treat your personal information, please visit our website at:	
www.c2c-online.co.uk/about-c2c/our-policies/privacy-cookies-notice/	
c2c and the Office of Rail and Road (the independent safety and economic regulator) are currently conducting joint research into passenger satisfaction with complaint handling. This involves a short online survey about how your complaint was handled, which will be sent to you by an independent research agency.	
Please tick here if you are happy to be contacted and take part.	
Comments and complaints	
	Attach ticket here