

Out and about

Transport – Trains, undergrounds, metros and trams

Information not accessible



**RIGHT TO
PARTICIPATE**

Useful knowledge

Under the Equality Act 2010, transport must be accessible for all people, regardless of disability. There are special regulations under the Equality Act 2010 that deal with physical accessibility of transport modes; and the discrimination provisions of the Act deal with what happens getting on and off transport and when on it.

If you're discriminated against in transport because of your disability, your complaint would go to the local government in the case of taxis and minicabs, and the provider in the case of buses and trains. For taxis where you know which taxi company you used, you can also complain directly to the taxi company.

Trains, undergrounds, metros and trams

The Equality Act means that train companies need to provide information in a variety of formats and styles. This includes visual displays, loudspeaker announcements, and timetables and maps in alternative formats such as large print, easy read or braille.

If you're not able to access the information needed to travel, you should inform station staff. If they're unavailable, you should contact the train company or transport provider as soon as possible.

Station staff have to make a reasonable effort to communicate with you and accommodate your access needs.

Useful skills

- Effective communication
- Negotiation skills
- Writing clearly

Ways to assert your legal rights

1. If you can't access information in the formats the train company currently provides, please contact company directly. Politely but firmly inform them what format you need the information in. This can include situations where current formats aren't working, for example if display screens aren't working, or if loudspeakers are crackly and difficult to hear. You may be able to claim compensation if you miss your train because you're unable to hear station announcements.

Likewise, if station staff don't make an effort to communicate when you ask for assistance or guidance, you can complain to the train company.

2. Train companies have their own complaints procedures you should go through to begin with. If you've exhausted the internal complaints procedure and are still not satisfied with the train company's response, you can complain to Transport Focus, the watchdog for transport users.

You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

Telephone • 0808 800 0082
Text phone • 0808 800 0084
Email • [through websites form](#)

[Transport Focus](#) is the watchdog for transport users

See [case studies](#) for example Disabled passenger receives refund and apology from South West Trains

www.transportfocus.org.uk/advice-and-complaints/case-studies