

Network Map

Map o'r Rhwydwaith



Customer Relations

Arriva Trains Wales, St. Mary's House,
47 Penarth Road, Cardiff, CF10 5DJ
Email: customer.relations@arrivatrainswales.co.uk
Telephone: 0845 6061 660

For train times and fares visit www.nationalrail.co.uk
or call

0845 7 48 49 50 (24 hours)
0845 60 40 500 (Welsh Language Service)
0845 60 50 600 (Textphone)

Passenger Focus

Passenger Focus is the independent Great Britain-wide rail consumer organisation who will establish strong working relationships with the Department for Transport, Welsh Assembly and the Scottish Executive. They were formed on the 24 July 2005 following the Railways Act 2005, following the abolition of the regional Rail Passengers Committees and the former Rail Passengers Council.

They monitor the policies and performance of train and station operators and have the legal right to make recommendations for changes. Their special tasks include following up complaints and assessing the services offered.

Passenger Focus, Freepost WA1 521,
Warrington, WA4 6GP
Tel: 08453 022 022
Textphone: 0845 850 1354
E-mail: hello@passengerfocus.org.uk
Website: www.passengerfocus.org.uk

Gwasanaeth Cwsmeriaid,

Trenau Arriva Cymru, Tŷ'r Santes Fair,
47 Ffordd Penarth, Caerdydd, CF10 5DJ
E-bost: customer.relations@arrivatrainswales.co.uk
Ffôn: 0845 6061 660

Am ymholiadau teithio ymwelwch â
www.nationalrail.co.uk neu ffoniwch
0845 7 48 49 50 (24 awr)
0845 60 40 500 (Gwasanaeth Iaith Gymraeg)
0845 60 50 600 (Ffôn testun)

Passenger Focus

Passenger Focus yw'r sefydliad annibynnol ar gyfer teithwyr rheilffyrdd trwy Brydain gyfan a fydd yn sefydlu perthynas waith gref â'r Adran Drafndiaeth, y Cynulliad Cenedlaethol a Gweithrediaeth yr Alban. Fe'u ffurfiwyd ar 24 Gorffennaf 2005 yn dilyn pasio Deddf Rheilffyrdd 2005, yn dilyn diddymu'r Pwyllgorau Teithwyr Rheilffyrdd rhanbarthol a'r Cyngor Teithwyr Rheilffyrdd gynt. Maen nhw'n monitro polisiau a pherfformiad gweithredwyr trenau a gorsafoedd, ac mae ganddyn nhw'r hawl gyfreithiol i argymhell newidiadau.

Mae eu tasgau arbennig yn cynnwys olrhain cwynion ac asesu'r gwasanaethau a gynigir.

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