

TfL reference	LTW reference	Date first raised	Issues	Ongoing/Closed
<b>19380944</b>	LTW TWD-26625Q6G5K3	03/01/2024	Customer requesting consequential loss in relation to cancellations on overground	Closed
<b>19468405</b>	LTW TWD-26914G2Q3Z6	03/01/2024	Customer experienced issues with international refund process	Closed
<b>19382825</b>	LTW TWD-26633P0S8W4	03/01/2024	Customer overcharged, refund request to non-UK card complications	Closed
<b>19390867</b>	LTW TWD-26502W0F5H5	04/01/2024	Customer requesting refund for travel while unable to revalidate 60+ Oyster card due to technical issues with the website	Closed
<b>19390773</b>	LTW 26462-Y8L7C6	05/01/2024	Customer unhappy with bus delays on route 341	Closed
<b>19402104</b>	LTW TWD-26688S6H3V5	08/01/2024	Confusing information on TfL's single fare finder website	Closed
<b>19409695</b>	LTW TWD-24918R5B2P1	10/01/2024	Customer concerned about traffic congestion at Great West Road and Ealing Road	Closed
<b>19413850</b>	LTW TWD-26123H7L7V1	11/01/2024	Customer had issues with their daughter's 16+ photocard	Closed
<b>19420950</b>	LTW TWD-25937B8F7P9	12/01/2024	Customer over charged on the DLR	Closed
<b>19428649</b>	LTW TWD-26663T5R3F3	15/01/2024	Customer was given inconsistent information about 16+ photocards	Closed
<b>19432068</b>	LTW TWD-26809S5P5M9	15/01/2024	Issues with signal prioritisation conflict where Piccadilly Line and District Line coincide	Closed
<b>19437644</b>	LTW TWD-26806T0G5J0	17/01/2024	Customer unable to revalidate 60+ Oyster card	Closed

<b>19457870</b>	TWD-26328-B5K6R3	20/01/2024	Customer requesting refund of ULEZ charges incurred while awaiting approval for their vehicle from the scrappage scheme	Closed
<b>19456067</b>	LTW TWD-26890Y1S0W3	22/01/2024	Customer was involved in in an incident on bus route 6	Closed
<b>19459460</b>	LTW TWD-26531D9P5Z7	22/01/2024	Issue obtaining refund for charges on a stolen Oyster card and training for staff re Equality Act	Closed
<b>19477970</b>	LTW TWD-26240Y0B3R6	26/01/2024	Customer wants refund on Oyster cards	Closed
<b>19491101</b>	LTW TWD-26935M4C3R7	29/01/2024	Customer complaining that a bus driver didnt deploy the accessibility ramp at a stop	Closed
<b>19493976</b>	LTW TWD-26945G8S8N4	29/01/2024	18+ Oyster Card subscription update issues incurring charges customer requested to be refunded	Closed
<b>19496041</b>	LTW TWD-26938W6S2K0	30/01/2024	Customer unhappy with curtailment of bus route 148	Closed
<b>19493977</b>	LTW TWD-26462Y8L7C6	30/01/2024	Customer seeking refund of taxi cost due to unexpected and unnotified bus delay	Closed
<b>19524848</b>	LTW TWD-27036W0W6T4	06/02/2024	Customer is looking to receive refund on their Oyster card	Closed
<b>19528562</b>	LTW TWD-26240Y0B3R6	06/02/2024	Issues with cancellation and refund of multiple Oyster Cards	Closed
<b>19538837</b>	LTW TWD-26991Z9H2W3	09/02/2024	Customer had no response from the bus operator's claims department	Closed
<b>19547424</b>	LTW TWD-26517Y9T6R1	12/02/2024	Multiple issues on Piccadilly line and District line	Closed

<b>19557636</b>	LTW TWD-26773H8V7J6	13/02/2024	Service delay refund request on Central line	Closed
<b>19557633</b>	LTW TWD-27052Z6H9L0	14/02/2024	Customer is awaiting a response from TfL customer services	Closed
<b>19557634</b>	LTW TWD-27065Q5P0T3	14/02/2024	Customer is unable to review their contactless journey history	Closed

<b>19557635</b>	TWD-27037-W4M2D3	14/02/2024	Customer is unhappy with how their complaint has been dealt with	Closed
<b>19557632</b>	LTW TWD-27081Q0X8G1	14/02/2024	Customer requesting refund for issues with 60+ Oyster card revalidation issues	Closed
<b>19558248</b>	LTW TWD-27117L7P3H5	14/02/2024	Customer unhappy with delays and curtailment effects on bus routes 89 and 185	Closed
<b>19557641</b>	LTW TWD-27113Y9V2X7	14/02/2024	Customer unhappy with goodwill gesture offer after experiencing problems with travel following an event at the O2	Closed
<b>19557631</b>	LTW TWD-27035N2X1Z1	14/02/2024	Customer unhappy about fare pricing for paper ticket and contactless methods	Closed
<b>19563066</b>	LTW TWD-27056D7L1L4	15/02/2024	Customer is looking to receive service delay refund on their journey between Oxford Circus and Victoria	Closed
<b>19578272</b>	LTW TWD-27079C0X6R8	15/02/2024	Customer believes they were overcharged on their contactless journey	Closed
<b>19578267</b>	LTW TWD-27058B5T2T0	15/02/2024	Customer experiencing issues obtaining refund of a card clash charge	Closed
<b>19578270</b>	LTW TWD-27170T0P8L1	19/02/2024	Customer believes they were overcharged but unable to view journey history	Closed
<b>19578262</b>	LTW TWD-26952H6R9Q5	19/02/2024	Customer is unhappy with bus driver actions on route N136	Closed

<b>19578263</b>	LTW TWD- 27089Z5Q1C0	19/02/2024	Customer missed the 60+ revalidation email	Closed
<b>19578269</b>	LTW TWD- 27121H1P3B8 Bent	19/02/2024	Customer had not received revalidation emails for 60+ photo card	Closed
<b>19578268</b>	LTW TWD- 26215K6N9M1	19/02/2024	Customers car damaged due to a pot hole	Closed
<b>19583716</b>	TW TWD- 26929Z7Y5H5	20/02/2024	Customer unhappy with reliability of D3 and 300 bus routes	Closed

<b>19583717</b>	LTW TWD- 27068G1V5P8	20/02/2024	Customer experiencing problems with bus accessibility ramps not working correctly	Closed
<b>19585357</b>	LTW TWD- 27194V9T4W2	20/02/2024	Customer unable to provide proof of age for 60+ Oyster card	Closed
<b>19596099</b>	LTW TWD- 27212H4L0B0	22/02/2024	Customer had issues with applying for their 18+ photocard	Closed
<b>19611008</b>	LTW TWD- 27224X2D6J2	26/02/2024	customer requesting refund due to incomplete journey	Closed
<b>19610990</b>	LTW TWD- 27238M4V4L3	26/02/2024	Disruption on the Elizabeth Line causing customer to be stranded in train and subsequently to miss a flight	Closed
<b>19614438</b>	LTW TWD- 27189T4N4Y9	27/02/2024	customer has issues with the moving of the bus stops for routes 197 and 312	Closed
<b>19622034</b>	LTW TWD- 27322B6F4G3	27/02/2024	Customer states they were overcharged on their contactless card	Closed
<b>19621085</b>	LTW TWD- 27305T4C8M4	28/02/2024	Customer unhappy regarding abandoned bikes at Pinner Station	Closed
<b>19621458</b>	LTW TWD- 27283H5K1F6	28/02/2024	Customer unhappy with drivers not parking safely for elderly and disabled passengers to alight	Closed

<b>19645951</b>	LTW TWD-27115P1T4D7	29/02/2024	complaint about bus driver on route 270	Closed
<b>19626169</b>	LTW TWD-27275V8T5N9	29/02/2024	Requesting refund for alternative route taken during planned engineering works	Closed
<b>19646545</b>	LTW TWD-27326P2Y6B2	05/03/2024	Card clash	Closed
<b>19645933</b>	LTW TWD-27211H4D0F7	05/03/2024	Customer's daughter's Zip photocard was sent to the wrong address	Closed
<b>19646432</b>	LTW - TWD-27281K7V3C1	05/03/2024	Customer seeing refund for 5-10 ZipCard owing to delays receiving it and her child will turn 11 soon and a new Zipcard will need to be purchased	Closed

<b>19645933</b>	LTW TWD-27211H4D0F7	05/03/2024	Customer unhappy that the ZipCard she purchased was sent to a previous address	Closed
<b>19657819</b>	LTW TWD-27365F4J9X8	07/03/2024	Customer states they had overcharges on their contactless card	Closed
<b>19657653</b>	LTW TWD-27344P8B7V4	07/03/2024	Complaint regarding fare evasion legal proceedings	Closed
<b>19656193</b>	LTW TWD-27355B8V4L4	07/03/2024	Unable to view journey history	Closed
<b>19663788</b>	LTW TWD-27037W4M2D3	08/03/2024	Customer did not have valid method of payment during tram journey	Closed
<b>19686179</b>	LTW TWD-27428Z6Q2Y1	14/03/2024	Customer complains about bus route 157	Closed
<b>19690844</b>	LTW TWD-27285W2S0L6	15/03/2024	Customer states they were overcharged on their contactless card	Closed
<b>19707459</b>	LTW TWD-27381N6J5J2	19/03/2024	Customer's 60+ photocard was cancelled	Closed

<b>19733972</b>	LTW TWD-27545V3V3G5	25/03/2024	Customer unhappy with minimum service levels not being enforced during a strike	Closed
<b>19732744</b>	LTW TWD-27196-B2L0F8 - Angela Brown	26/03/2024	Customer had an accident on the bus; question about driver's action	Closed
<b>19738355</b>	LTW appeal TWD-27426-N9G8B3 McMillan	26/03/2024	Customer wants service delay refund on their Elizabeth line journey	Closed
<b>19777256</b>	LTW TWD-27597N6B1W9	04/04/2024	Customer experienced rude and aggressive behaviour from a bus driver - route 360	Closed
<b>19790740</b>	TWD-27591-X9K0Y6	09/04/2024	Customer struggles to obtain service delay refund due to difficulties with the website	Closed
<b>19798028</b>	TWD-27641-L3Q9Z8	10/04/2024	Customer unhappy about card clash incident	Closed

<b>19808521</b>	LTW	11/04/2024	Customer unhappy with how a situation involving an injured passenger was managed	Closed
<b>19833433</b>	LTW TWD-27786N5K1C4	17/04/2024	Customer was confused between London Underground and National Rail stations	Closed
<b>19843589</b>	LTW TWD-27838S5W5M5	19/04/2024	Delays on the Metropolitan line between Pinner and Euston square	Closed
<b>19856620</b>	LTW TWD-27376D5R2Y1	22/04/2024	questions about train drivers at Snaresbrook station	Closed
<b>19852234</b>	LTW TWD-27462G1R2G0	22/04/2024	Customer unhappy with curtailment and service on the 466 bus route	Closed
<b>19859709</b>	TWD-27854-D1M8T9	24/04/2024	Customer is unhappy with customer services' handling of their complaint	Closed

<b>19863124</b>	LTW TWD-27860Q9B3X2	24/04/2024	Customer experiencing issues revalidating their 60+ Oyster card	Closed
<b>19867881</b>	LTW TWD-27850R3H1Y6	25/04/2024	Customer's contactless journey history is missing	Closed
<b>19884492</b>	LTW TWD-27855L0C5S9	29/04/2024	Delay in customer receiving the replacement photocard	Closed
<b>19884494</b>	LTW TWD-27879X8K8Q7	29/04/2024	Multiple refund request issues	Closed
<b>19884493</b>	TWD-27411-F3K1X4	30/04/2024	Issues with Service Delay Refund being processed for the Jubilee Line	Closed
<b>19901258</b>	TWD-27862-R1C2Y9	02/05/2024	Issues with 18+ Photocard expiry date before course due to end	Closed
<b>19919725</b>	LTW TWD-27936G9N8P1	07/05/2024	Customer unhappy with handling of complaint regarding incident involving train doors closing on his thumb on the Northern Line	Closed
<b>19919726</b>	LTW TWD-27609R3G8Y2	07/05/2024	Issues with 60+ Oyster card application	Closed

<b>19919729</b>	TWD-27939-N3H3J3	08/05/2024	Customer is unhappy with customer service	Closed
<b>19919724</b>	TWD-27634-N0J5Q6	08/05/2024	Customer had issues with applying to their 60+ photocard	Closed
<b>19925006</b>	LTW TWD-27914C1K4G5	08/05/2024	Requesting refund of inactivated travelcard	Closed
<b>19931971</b>	LTW TWD-26998B2B8D9	09/05/2024	Queries regarding bus routes SL7, 490 and 285	Closed
<b>19931518</b>	LTW TWD-27953P5F2D	09/05/2024	Customer seeking acknowledgement that her mother's fall on a bus was due to driver oversight	Closed

<b>19933862</b>	TWD-27518-L8N7G0	10/05/2024	Customer hasn't received a refund on their contactless account	Closed
<b>19952347</b>	LTW TWD-28023Q3N1J1	13/05/2024	Confusing information on TfL's single fare finder website	Closed
<b>19950316</b>	LTW TWD-27900R0P2Y0	13/05/2024	Customer had issues with applying to 60+ photocard	Closed
<b>19950285</b>	Ref TWD-27853F6B5T1	14/05/2024	Query about how many suitcases can be taken on buses	Closed
<b>19950287</b>	TWD-27990-S9F1C0	14/05/2024	Unhappy with lack of response to complaint re distressing passenger incident	Closed
<b>19984619</b>	LTW TWD-28067Y8D0D7	20/05/2024	Customer doesn't have access to their contactless journey history	Closed
<b>19985045</b>	LTW TWD-27414D7P2J9	20/05/2024	Customer requesting refund of accidental payment card use instead of purchased ticket	Closed
<b>19984618</b>	TWD-28072-T8M7F6	21/05/2024	Issues with journeys avoiding Zone 1	Closed
<b>19990342</b>	LTW TWD-28021G8P7Q6	21/05/2024	Customer unhappy with charges after bus route 483 was curtailed	Closed
<b>19984621</b>	TWD-28086-Z3Z9K6	21/05/2024	Multiple service delay refund request on Central Line	Closed

<b>20003438</b>	TWD-28094-F0D7X6	24/05/2024	Customer had only received one refund of duplicate journey charge and not for another person on the same journey	Closed
<b>20022125</b>	LTW TWD-28132R6F5K3	28/05/2024	Card clash	Closed
<b>20035043</b>	LTW TWD-27900R0P2Y0	30/05/2024	Customer seeking refund of overcharge when applying for 60+ Oyster card	Closed



<b>20035056</b>	LTW TWD-28188Z0G0X1	30/05/2024	Customer unhappy with congested bus stop serving multiple routes	Closed
<b>20069520</b>	LTW - TWD-28228V1W0P1	06/06/2024	Lifts out of order at Green Park station	Closed
<b>20069561</b>	TWD-28079-F5T6Y1	07/06/2024	lack of information about bus 757 to Luton Airport	Closed
<b>20108000</b>	TWD-28150-Z9M9Z6	14/06/2024	Customer is looking to receive a refund on their ticket they couldn't use	Closed
<b>20132086</b>	LTW TW-28321W6R6C5	19/06/2024	Lack of bus side blinds on a bus fleet	Closed
<b>20140618</b>	LTW TWD-28031P3C9F6	20/06/2024	Customer requesting refund but unable to view contactless journey history	Closed
<b>20169733</b>	LTW TWD-28423Z1V8P5	25/06/2024	Customer is unhappy with the performance of bus route 220	Closed
<b>20181609</b>	TWD-28349-D0R1D4	01/07/2024	Issues with travelcard and extension on the customer's Oyster card	Closed
<b>20207639</b>	LTW TWD-26021C5B6B0	03/07/2024	Request for refund of application fee for 18+ Oyster as applied by mistake	Closed
<b>20243051</b>	LTW TWD-28255X9N5G0	10/07/2024	Customer states they were overcharged on their contactless card	Closed
<b>20249454</b>	LTW TWD-28322Z8J0B7	11/07/2024	Customer has issues with bus routes 407 and 434	Closed
<b>20256449</b>	LTW TWD-28514J2H3Q8	12/07/2024	Issues with 18+ photocard replacement incurring partial season ticket refund	Closed
<b>20256408</b>	LTW - TWD-28501V3M4Q0	12/07/2024	Customer refused travel with a valid travel card	Closed
<b>20256358</b>	TWD-27760-Z1N9Y7	15/07/2024	Unexpected charge on the customer's bank account	Closed

<b>20275137</b>	TWD-28621-K7Z5T4	17/07/2024	customer had issues with their contactless card in obtaining a refund	Closed
<b>20285829</b>	LTW TWD-28471G2X2W0	18/07/2024	Customer states they were locked on bus route 125	Closed
<b>20287494</b>	LTW TWD-28445P9T9K1	18/07/2024	The 13 bus customer was traveling on terminated at a stop, the driver of a second 13 bus at the same stop drove off before passengers could transfer to the second bus	Closed
<b>20302051</b>	LTW TWD-28512C4C2C7	22/07/2024	Customer is disputing a charge on their contactless card	ongoing
<b>20343146</b>	LTW TWD-28410M3D2V6	30/07/2024	Customer unable to view contactless journey history	Closed
<b>20339769</b>	TWD-28646-N3W5G9	30/07/2024	Request for refund due to multiple devices used on a journey, incurring charge	Closed
<b>20343140</b>	TWD-28496-L3B9Q1	31/07/2024	Customer trying to obtain a refund for season ticket	Closed
<b>20346628</b>	LTW WD-27706X0P2B7	31/07/2024	Customer had not received approved refund	Closed
<b>20362884</b>	TWD-28739-C6W7X5	05/08/2024	Customer unhappy with increased traffic on bus routes 156 and 344 due to Battersea Power Station shopping centre opening	Closed
<b>20379181</b>	TWD-28748-Z1S7H3	07/08/2024	request for refund of incomplete journey charges	Closed
<b>20421946</b>	TWD-28844-D9R7V3	15/08/2024	Service delay refund request on Piccadilly Line	Closed
<b>20426542</b>	Customer Direct	15/08/2024	Customer experiencing repeated billing error	Closed

<b>20431753</b>	LTW TWD- 27706X0P2B7	16/08/2024	Request for refund due to multiple devices used for a number of journeys	ongoing
<b>20451325</b>	LTW TWD- 28688M8S6S0	20/08/2024	Buses not turning up on more than one occasion + the attitude of bus drivers	ongoing