

**Date:** 25 July 2023

**Item:** Crossrail Complaints and Claims

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**This paper will be considered in public**

**1 Summary**

- 1.1 This paper provides a final update to the Committee on the close-out of the three cases identified by the Crossrail Complaints Commissioner that remained when the Crossrail Complaints Committee was concluded in August 2022, and an ongoing business interruption compensation claim.
- 1.2 A paper is included on the Part 2 agenda which contains supplementary information that is exempt from publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972 in that it contains information relating to the business affairs of TfL and other parties. Any discussion of that exempt information must take place after the press and public have been excluded from the meeting.

**2 Recommendation**

- 2.1 **The Committee is asked to note the paper and the supplementary information on Part 2 of the agenda.**

**3 Remaining cases**

- 3.1 The Crossrail Complaints Committee concluded in August 2022. The Complaints Commissioner, Stephen Jolly, provided a final report on 24 November 2022, where he identified three cases which had not fully concluded:
  - (a) Bond Street Western Ticket Hall;
  - (b) Whitechapel, Durward Street, west of the former Temporary Ticket Hall; and
  - (c) Abbey Wood.
- 3.2 The Committee has been kept informed on the status of these cases, with a verbal update to the meeting of the Committee on 24 January 2023 and a written update sent to Committee Members on 15 May 2023. We have received no further correspondence relating to these complaints and there has been no change to the position as reported in our May 2023 update to Members. These cases are therefore closed.

3.2 In addition to the cases identified by the Crossrail Complaints Commissioner, there is an ongoing business interruption compensation claim and details of that are provided in the exempt appendix to Part 2 of the paper.

**List of appendices to this report:**

A paper containing exempt supplementary information is included on Part 2 of the agenda.

**List of Background Papers:**

Minutes of Elizabeth Line Committee on 23 January 2023.

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