

Office of Rail Transport

<https://utk.gov.pl/en/new/18450,Rail-Passenger-Rights-Ombudsman-appointed.html>
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Rail Passenger Rights Ombudsman appointed

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The President of the Office of Rail Transport, Ignacy Góra, appointed Joanna Marcinkowska as the Rail Passenger Rights Ombudsman. This will be her second term in office. Joanna Marcinkowska has held this position since 2017. The ombudsman works with the President of the Office of Rail Transport and deals with amicable resolution of disputes between passengers and rail companies.

The Ombudsman's task is to conduct proceedings regarding out-of-court settlement of disputes between rail passengers and rail operators.

So far, the Rail Passenger Rights Ombudsman has received over 1,000 requests to initiate arbitration. The majority of arbitration proceedings were appeals against requests for payment, compensation for delay or cancellation of a train, refunds for unused tickets and compensation for reduced travel comfort. Much less frequently these concerned travellers' requests related to theft or damage of luggage or injuries sustained during the trip.



The basic feature of arbitration is its voluntary nature. Proceedings may be conducted only after both parties consent to this kind of dispute resolution. The Ombudsman does not have supervisory powers and cannot oblige a rail company to make a specific decision. Most railway companies willingly participate in arbitration proceedings and withdrawals are rare.

More information on the Rail Passenger Rights Ombudsman, detailed rules of participation in arbitration proceedings, as well as the application form can be found at www.pasazer.gov.pl. We also invite you to read the answers to the most frequently asked questions.

Basic supervision over observance of passenger rights in rail transport is exercised by the

President of the Office of Rail Transport, who also receives notifications regarding threats to rail traffic safety.

Joanna Marcinkowska is a legal advisor. She studied law at the Nicolaus Copernicus University in Toruń and completed an apprenticeship at the District Chamber of Legal Advisers in Warsaw. Before taking up the position of the Ombudsman, she worked as a legal advisor at the Office of Rail Transport. Previously, she was employed in a legal adviser office. She has extensive experience in dispute resolution. Her professional interests focus on rail transport.