

Petitioner submission of 1 March 2023

PE1930/H: Ensure customers are always given information on cheapest possible fare in new Scotrail contract

My response, in relation to the consumer duty, is quite short.

My concern is not just about point of sale but the wider advertising environment to all customers, and also to specific group by characteristics or barrier such as digital exclusion. It's welcome the Scottish Government are considering whether Scottish Rail Holdings will be covered by the Consumer Duty legislation, but presumably all public bodies should be subject to it by default with a case being made for those considered for exclusion.