
Sent: Tuesday, 4 November 2008 11:33 AM

Subject: Complaint

Hi, I hereby lodge my complaint regarding your recent announcement to increase rail fares.

I strongly believe your services have not improved over the last 12 months to warrant an increase. I'm sure I don't need to highlight all the issues as you should be aware of them. Nathan Rees recently travelled on our trains and he was not impressed. Imagine what it's like to travel in those conditions twice a day, 5 days a week. I don't understand how Sydney is well known throughout the developed countries as a cosmopolitan city and lifestyle, however our rail system lacks the professionalism.