

ALC/NH/5.1

HERALD

20TH Oct 1838

Complaint concerning a train continuing before allowing customers to remove their baggage for the train as they alighted

HERALD

30th Sept 1838

Correspondence between George Phillimore and the Birmingham Railway Co. Over his having to pay extra fare over and above a sufficient fare and he had already paid, and the rough and unobliging treatment he received at the hands of various Railway employees. Ends with an exhortation to the press to bring their influence to bear as he was unable to gain satisfaction from Directors of the Railway Co. When he wrote and put his complaint to them.

Phillimore purchases a through ticket from a London agent (actually for a fellow lady traveller). The validity of the ticket is contested at Watford but trouble really begins at Denbigh Hall where Phillimore a vicar is collared first by the ticket man then by a policeman. To spare himself further indignity he pays extra fare for the coaching distance.

He writes to the Directors about the matter.

Reply from the Directors –

General letter of apology and assurance that the matter has been looked into. Ends with an assurance that all problems will cease with the completion of the railway line.

ALC/NH/5.2

HERALD

20th Sept 1838

The railway as a species of reform

An eloquent essay on the reasons why the railways breed insolence and non-accountability to the public. Notably being about the railway as a Joint Stock company rather than an Individual enterprise. The willingness of people to pay sufficient on the coaches to bring their receipts above minimum costs and a question as to whether it is necessary to have "cadging" to ensure deference in service trades.

ALC/NH/5.3

HERALD

30th Sept 1838

Phillimore's reply –

He points out that he received no compensation for his paying extra fare, that employees have not been reprimanded and that he cannot accept that all will be well when the line is completed. It is heated and punchly argued.

Reply from Directors –

A curt note of payment

Phillimore's entreaty to the press to gain satisfaction on behalf of all such ill-used and powerless passengers.

HERALD

6th Oct 1838

A pledge by the Herald to publish all letters of complaint against the Birmingham Railway Co. A tirade against the powers of the Railway employees and Directors

Points noted in the article – The B. Rail Col., being a huge monopoly created by an act of parliament and not by servile attendance of local "good" customers, displays a marked independence of action in the face of complaints and does not (as is customary) leap to punish individual employees and grant the customer satisfaction in deference to an individual customer's complaint. The impotent felt by many customers is apparent and the paper calls upon its reader to use coaches and on parliament to intervene and protect them from the powers of the monopoly as it stands.

ALC/NH/5.2

HERALD

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ALC/NH/5.4

HERALD

6th Oct 1838

Sabotage of Railways.

Bargemen suspected of flaying logs on railways. Mention is made of a derailing incident and reward for information but no details are included.

HERALD

13th Oct 1838

A general call to the press to be the communities defender in the face of the tyranny of the railways and to bring pressure to bear on parliament.

The conduct of the railway monopoly is not being checked by the forces of completion usually operating in the community's interest, and several persons who should be acting on the communities behalf are not because they have invested heavily in Rail Co. Shares.

Conveys concern for this loss of accountability of a Co.

HERALD

13th Oct. 1838

Reply to the Herald's request for complaints against the Rail Co.

Concerns a hat coming out of its box and being found by the passenger on the pavement. On bringing the matter to the attention of the Rail employee he gets no satisfaction, not from the inspector and finally not even from the secretary.

This conversation is reported as taking place in a rail

ALC/NH/5.5

HERALD

13th Oct. 1838

.... carriage being shared with fellow travellers.

Continued -

HERALD

13th Oct 1838

A summoning of public opposition to force the B. Rail Co. To keep to its promised levels of tariff.

Reports that an outcry last week did effect a reduction in parcel tariffs. But a further increase had gone through in passenger charges and the promised reduction in fares now the line is completed and no coach ride is needed had not materialised.

HERALD

13th Oct 1838

Exhortation to coaches to stop cadging. Notification that the rail mileage rate for the Blisworth part of the line had exceeded the limit allowed by Parliament.

HERALD

13th Oct 1838

Complaint of ill-use of passengers and luggage.

2 servants travelling from W. Were ushered into a carriage by a Rail employee and at Euston discover that a further charge is required of them. They pay up. Their luggage is so handled as to cause the case to be broken.

ALC/NH/5.6

HERALD

13th Oct 1838

Continued -

Sympathetic action by a coachman is spoken of.

On reporting the incident the directors offer no apology and take no responsibility for the ladies being directed into a carriage inappropriate to the fare they had paid. No knowledge of the ill-treatment of the baggage is acknowledged.

HERLAD

20th Oct. 1838

Complaint concerning a train continuing before allowing customers to remove their baggage from the train as they alighted.

ALC/NH/5.7

HERALD

1838

Reply to articles appearing in the Mercury on behalf of British Rail.

Appeal for the abolition of post horse and mileage duties

This to improve competition to the railways from coaches and posting. Includes a supporting quote in the Times.