



SRA archive

Guidance on complaints handling procedure (84 kb)

Previously published on the SRA website, February 2005. Details about the complaint handling system which should be approved and in place for all passenger train and station operators.

Published:

31 August 2006

Franchise replacement process 2005 (294 kb)

Previously published on the SRA website, February 2005. To provide clarity to industry parties involved in franchise replacement, on the SRA processes and stages of the process.

Published:

31 August 2006

Directions and Guidance to the SRA from the Secretary of State October 2004 (307 kb)

Previously published on the SRA Website. Setting out the Secretary of State's directions and guidance to the Strategic Rail Authority, including objectives which the Authority was required to deliver.

Published:

23 August 2006

SRA Financial Framework (345 kb)

Previously published on SRA Website. Drawn up by the DfT and setting out rules and guidelines relevant to the planning and reporting of the SRA's functions, statutory duties and powers.

Published:
23 August 2006

Mayoral Requirements for the London Rail Network (141 kb)

Previously published on the SRA Website. Directions and Guidance to the Strategic Rail Authority in relation to the provision of railway services for Greater London.

Published:
23 August 2006

Framework for skills for the rail industry (801 kb)

Previously published on the SRA website.

Published:
25 August 2006

Second Progress Report (926 kb)

Previously published on the SRA website. SRA/DfES framework for skills for the rail industry.

Published:
24 August 2006

Rail industry progress report (on framework for skills) (801 kb)

Previously published on the SRA website.

Published:
25 August 2006

Strategic Rail Authority Annual Report 2000-01 (4 Mb)

Previously published on the SRA website. Organisation's annual report for 2000/01.

Published:
30 August 2006

Strategic Rail Authority Annual Report 2001-02 (1 Mb)

Previously published on the SRA website. Organisation's annual report for 2001/02.

Published:

30 August 2006

Strategic Rail Authority Annual Report 2002-03 (1 Mb)

Previously published on the SRA website. Organisation's annual report for 2002/03.

Published:

31 August 2006

Strategic Rail Authority Annual Report 2003-04 (2 Mb)

Previously published on SRA website. Organisation's annual report for 2003/04.

Published:

30 August 2006

Strategic Rail Authority Annual Report 2004-05 (788 kb)

Previously published on the SRA website. Organisation's annual report for 2004/05.

Published:

30 August 2006

Strategic Rail Authority Annual Report 2005-06 (346 kb)

Strategic Rail Authority Annual Report for 2005-06.

Published:

04 April 2007

For related documents, pages and internet links, see the column on the [right](#).