

## COMPLAINTS HANDLED BY THE PUBLIC TRANSPORT OMBUDSMAN (PTO)

The Public Transport Ombudsman (PTO) provides a free, independent and accessible dispute resolution scheme. We aim to resolve complaints quickly and informally, and take into account what is fair and reasonable, good industry practice and current law. We are able to receive complaints against operators of Victoria's public transport services, including complaints about the metropolitan trains (Metro Trains Melbourne), regional trains (V/Line), trams (Yarra Trams), buses (Bus Association of Victoria), ticketing matters (Transport Ticketing Authority) and public transport services, signage and general complaints (Metlink).

In order to make a complaint to the Public Transport Ombudsman, complainants must first contact the relevant operator and allow 7 business days (or 3 days for serious matters) for a response. We accept both written (including email) and verbal complaints (including telephone). Detailed below are typical examples of the types of complaints we can receive.

### **Ticketing:**

- myki
- Concessions
- Ticket replacements / refunds
- Sale of incorrect ticket
- Ticket retailer conduct / services
- Faulty ticket validation machines
- Faulty ticket vending machines
- Compensation

### **Infrastructure & Rolling Stock:**

- Cleanliness of vehicles, buildings, platforms, stations, bus stops etc
- Maintenance works
- Lighting
- Signage
- Graffiti and vandalism
- Disability access
- Location of bus / tram stops
- Adequacy and accuracy of announcements
- Noise (horns, crossings, announcements)
- Safety

### **Staff:**

- Poor customer service from drivers, customer service officers, conductors
- Incorrect or misleading advice
- Failure to provide a response to a complaint or query
- Product knowledge
- Lack of assistance
- Failure to provide safety or security

### **Other:**

- Advertising

### **Authorised Officers:**

- Inappropriate behaviour or failure to exercise discretion
- Use of force
- Arrest
- Failure to provide identification
- Misleading information
- Product knowledge
- Failure to provide safety / security
- Poor customer service
- Failure to check tickets

### **Service Delivery:**

- Cancellations
- Disruptions
- Overcrowding
- Insufficient services
- Punctuality / reliability
- Failure to pick up / set down passengers
- Availability and accuracy of timetables
- Improvements (suggestions)
- Notification of timetable changes
- Notification of platform changes
- Websites

### **Land:**

- Car parking at train stations
- Fencing of railways
- Rental space at train stations
- Maintenance work on land occupied by transport operators
- Objects at stations or platforms causing safety concerns
- Disability access concerns
- Litter / rubbish, weeds or vegetation on transport property or corridor