

**SUMMARY – PUBLIC TRANSPORT OMBUDSMAN (PTO)
PROCEDURE FOR DEALING WITH COMPLAINTS ABOUT
THE OMBUDSMAN AND OMBUDSMAN OFFICERS**



The PTO strives to be an efficient and effective organisation. Complaints and feedback provide a valuable opportunity for the PTO to review and improve our services. Complaints also present a further opportunity to meet the expectations of those to whom we provide a service, both complainants and public transport operators.

The PTO has established a procedure for dealing with complaints about the Ombudsman and Ombudsman officers; a full copy of the procedure can be provided on request. The following is a summary of the procedure.

- 1. WHO CAN MAKE A COMPLAINT:** Anyone who has accessed, or has been refused access, to the PTO's services can make a complaint. This includes complainants, their representatives and public transport operators.

It is important to note that a request to review a decision taken in an individual complaint, where there are no other issues raised, will not be treated as a complaint. The PTO has an established review procedure to deal with these requests – see [Review of PTO decisions](#).

- 2. HOW TO MAKE A COMPLAINT ABOUT THE OMBUDSMAN OR OMBUDSMAN OFFICERS:** The PTO accepts complaints made verbally, by telephone or in person. Complaints can also be made in writing: by letter, fax, and email. A complaint form is available on request.

- 3. HOW WE WILL HANDLE YOUR COMPLAINT:**

Who will deal with your complaint: A senior Ombudsman officer, or the Ombudsman, will deal with your complaint. If the complaint is about the Ombudsman, the Chair of PTO Ltd will deal with the complaint.

How we will deal with your complaint: We will:

- acknowledge your complaint by close of business the day after receipt of the complaint
- where it is not clear from your complaint, clarify your concerns and what you are seeking to resolve your complaint
- keep your complaint confidential, and only disclose information in your complaint for the purpose of resolving your concerns
- review any existing PTO records
- obtain an account from the Ombudsman officer or officers
- consider relevant PTO guidelines or procedures.

Following these actions, the PTO will attempt to resolve the matter with you. This may include providing information about the investigation of the complaint and any findings, and where appropriate an acknowledgement of your concerns or an apology. Where a complaint identifies an area where we can improve our practice, we will consider amending our procedures or other arrangements.

How long will it take: The PTO is committed to resolving complaints in a timely manner. Generally, a response will be provided within 7 business days. If a further period is required, we will contact you within 7 business days, and provide an update including advice as to any further period to be taken to deal with your complaint.