



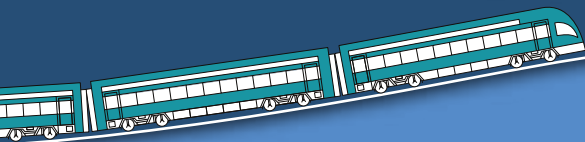
DO YOU HAVE A COMPLAINT ABOUT PUBLIC TRANSPORT?

The Public Transport Ombudsman is a free, independent dispute resolution service for people with complaints about public transport in Victoria.

1800 466 865

www.ptovic.com.au

www.facebook.com/PublicTransportOmbudsman



PUBLIC
TRANSPORT
OMBUDSMAN



The Public Transport Ombudsman looks at a wide range of public transport issues like myki, the conduct of public transport staff including Authorised Officers, reliability and cancellation of services, public transport accessibility and public transport construction works that may impact you. We work with you and the operator to find the right outcome to resolve your complaint.

There are some things we can't look at like ticket prices, government policy and school bus services. We can't look at appeals against transport fines, but we can investigate the conduct of staff when they report someone for a fine. But even if we can't investigate your complaint, we can give you impartial advice and information, and try to refer you to someone who can help you.

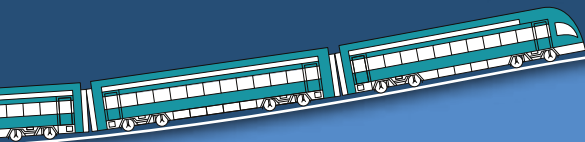
Your complaint must be about one of the members of the Public Transport Ombudsman Scheme:

- Level Crossing Removal Authority
- Melbourne Metro Rail Authority
- Metro Trains
- Public Transport Victoria (PTV) including myki
- Southern Cross Station
- Transdev
- V/Line
- VicTrack
- Yarra Trams
- BusVic Members

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