



WE'RE INVESTIGATING YOUR COMPLAINT

We've opened a case and a Conciliator will now investigate your complaint.

Please take some time to read this brochure, as it provides useful information about our investigation process. If you have any questions, ask your Conciliator.

Who are we and what do we do?

The Public Transport Ombudsman provides an independent, free, informal and confidential dispute resolution service for complaints about Victorian public transport services. We will help you and the transport operator to negotiate a fair and reasonable outcome to your complaint.

What happens next?

We've written to the operator about your complaint and how you want it resolved. They'll respond to us in 14 days.

Your Conciliator may ask for information from you or third parties (e.g. technical experts, regulators or witnesses) during the investigation. We'll let you know if we're going to do this.

Once all the information has been reviewed, your Conciliator will be in touch. This will generally be within 21 days of lodging your complaint.

Resolving your complaint

If you're satisfied with the response and our investigation, we'll send you a letter, setting out the terms of the resolution. A copy will be sent to the operator.

We'll then finalise your case

Common resolutions achieved are:

- A detailed explanation
- An apology
- Improvements to or implementation of practices, processes or policies
- Staff feedback or training
- A refund or a goodwill gesture.

All complaints are different and the outcome will depend on what is fair and reasonable in the circumstances, having regard to the law and good industry practice.

Not satisfied with the response?

You don't have to accept the response or resolution offered by the operator. If you're not satisfied, tell us why and provide further suggestions or information that will help resolve your complaint. If there's enough information to support your complaint, we'll continue investigating.

Complaint can't be resolved?

We aim to resolve 95% of complaints through agreement within 90 days. Sometimes an agreed outcome can't be reached.

Where we think the operator's response is fair and reasonable or that there isn't enough information to support your complaint, we'll finalise our investigation. Before this happens, we'll give you the opportunity to tell us why you're not satisfied and to provide us with any other information that may help us investigate further. We'll give reasons for our decision and information about how you can have the decision reviewed.

Where we think further investigation is needed, we'll continue to consider the matter and the Ombudsman may make a binding decision.

What you can expect from us

We provide a trusted and professional service.

You can expect us to handle your complaint efficiently, independently and fairly.

We'll keep you updated about your case at least every 14 days and will respond to your telephone calls, emails and letters promptly.

We'll openly and genuinely consider your questions or concerns and will explain the decisions we make.

We'll be respectful, empathetic and polite.

What we need from you

To effectively resolve your complaint, we need you to provide us with full information about your complaint and the resolution you're seeking.

If we've asked for further information or for you to contact us, please get back to us as soon as possible, so we can progress your case. If we don't hear back from you, we may not be able to continue our investigation.

All communication about the complaint should be through us. This reduces the chance of misunderstandings and increases the prospect of resolution. If you want to speak directly to the operator about resolving your complaint, let us know and we'll arrange it.

We understand that having a complaint can be a stressful time. We'll work hard to help you and the operator negotiate a fair and reasonable outcome. We ask that you work constructively with us too.

Not happy with our service?

We recognise that sometimes people may be unhappy with the service we've provided. We have an internal complaint handling policy to ensure your feedback is responded to.

- If you're not happy with how your complaint is being handled, please speak to your Conciliator in the first instance. If you're still not happy, you can speak to our Conciliation Manager and your concerns will be investigated and addressed.
- If you're not happy with the outcome of your complaint, you can request a review by the Ombudsman.

If you want more information about our internal complaint handling process please let us know.

Privacy

We're committed to protecting your privacy. You can get more information about our privacy policy on our website.

Staying in touch

Please feel free to contact us at any time during the investigation. If your Conciliator isn't available, they'll get back to you as soon as possible. If it's urgent, let us know and another member of staff will be able to help you.

How to contact us:

Free call: 1800 466 865

NRS: 1300 555 727

TIS: 131 450

Fax: 03 8623 2100

Email: enquiries@ptovic.com.au

Website: www.ptovic.com.au

Post: PO Box 538,
Collins Street West,
Melbourne Vic 8007