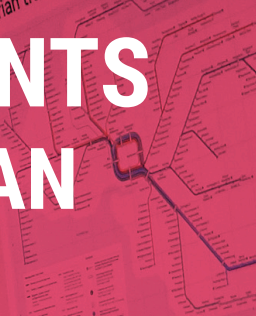


PUBLIC TRANSPORT COMPLAINTS

PUBLIC TRANSPORT OMBUDSMAN

Victorian train network



Priority seat
Overseas the orange seats are
reserved for use by passengers
with special needs. For details see



**PUBLIC
TRANSPORT
OMBUDSMAN**

LISTEN · ACT · RESOLVE · IMPROVE



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

About this book

This book is from the
Public Transport Ombudsman.

We call the Public Transport Ombudsman
the PTO.



The PTO can help you with complaints about
public transport in Victoria.



Public transport is a form of travel that many
people can use together.
For example, a train.



This book is about public transport **complaints.**

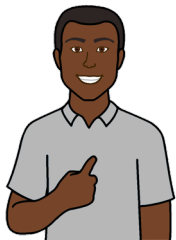


Complaints mean you tell us

- you are **not** happy with a public transport service or company
- what you would like to happen next.



About us



We are **independent**.

Independent means



- we do **not** work for any public transport companies

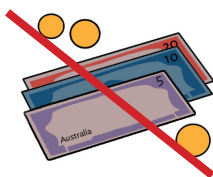


- we tell public transport companies how to do a good job.

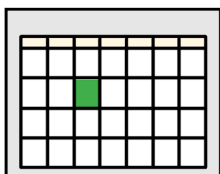


Our services are

- fair



- free



- fast.

What type of complaints can we help with?

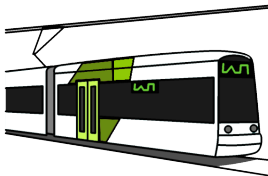


We can help with complaints about

- trains



- buses



- trams



- the Victorian Government transport office

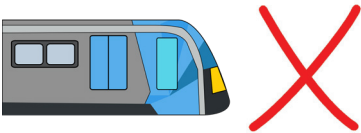


- Victorian Government agencies that build public transport
 - for example, the people that plan railway crossings.



We can help with complaints about

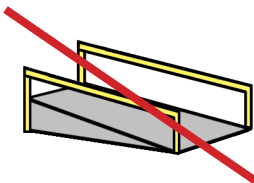
- services that run late



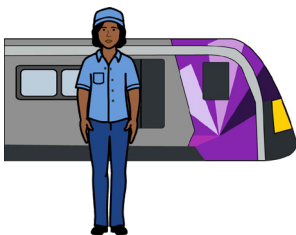
- cancelled services



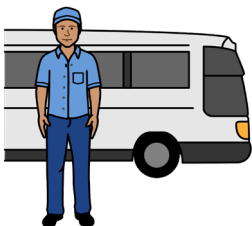
- myki and tickets



- unsafe transport



- staff, including
 - train drivers



- bus drivers

- cleaners.

You must talk to the public transport company first



If you have a complaint

- talk to the public transport company first



- give the public transport company time to get back to you.



We can help next if

- you are **not** happy with the answer from the public transport company

or



- the public transport company does **not** reply to you.

How do we manage complaints?



We work with you and the public transport company to fix the complaint.



We make sure the public transport company understands what your complaint is about.



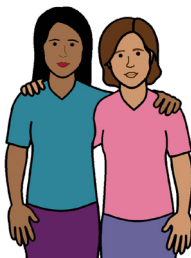
If we **cannot** fix the complaint, we will tell you where to get more information and help.



You can ask someone to help you make the complaint.

For example

- a family member



- a friend.

Information from you

We need information about you.

For example

- your name



- where you live



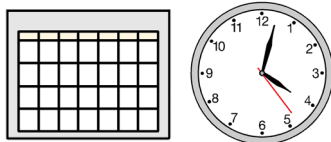
- your phone number.



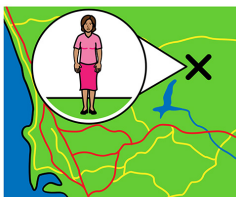
We need information about your complaint.

For example

- the date and time it happened



- where it happened



- photos or videos of what happened.





We will ask you to tell us

- what you said to the public transport company



- what the public transport company said to you

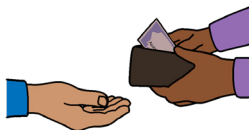


- why you are **not** happy



- what you want to happen next.

You might want to ask for **compensation**.



Compensation means the public transport company pays you some money.

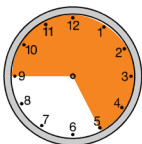


For example, if your train was very late and you had to pay for a taxi home.



We might **not** be able to help if you do **not** give us all the information we need.

How you can make your complaint to the PTO



You can contact us to make a complaint
Monday to Friday from 9 am to 5 pm.



Call 1800 466 865



Send a form ptovic.com.au/complaints



Email enquiries@ptovic.com.au



Post
PO Box 538
Collins Street West VIC 8007



More information

For more information contact
the Public Transport Ombudsman.



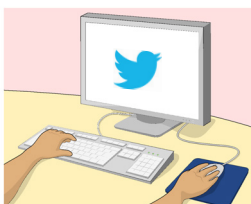
Website

ptovic.com.au



Facebook

facebook.com/publictransportombudsman



Twitter

twitter.com/ptovic



If you need help to speak or listen

Use the National Relay Service.



Website

nrschat.nrscall.gov.au/nrs/internetrelay



Call 1300 555 727

Give the relay officer the phone number you want to call.



If you need help with English

Contact the Telephone Interpreting Service or TIS.



Call 131 450

Notes

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