

## WHO WE ARE

We're a dispute resolution service. We're independent of public transport operators and government. We offer a fair, free and fast service to resolve complaints about public transport operators in Melbourne and regional Victoria. We've helped more than 40,000 people since we started in 2004.

## WE WORK WITH YOU AND THE OPERATOR

We can help you and the operator resolve a complaint, and can decide on a fair and reasonable outcome. This is an informal process where we talk with you to understand your complaint, and then we talk with the public transport operator. We aim to find an outcome that you will both agree to.

## TALK TO THE OPERATOR FIRST

We look at complaints after the public transport operator has tried to resolve it first. After you have made a complaint to the operator, you must give the operator time to respond. The time to respond will depend on how complex or serious the complaint is. In most cases, the operator will respond within 7 business days.

## CONTACT US

### Website

[www.ptovic.com.au](http://www.ptovic.com.au)

### Make a complaint

**Call:** 1800 466 865

**Email us:** [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

**Submit a form:** [www.ptovic.com.au/complaints](http://www.ptovic.com.au/complaints)

### Opening hours

We are open weekdays from 9am to 5pm.

### Mail us

Public Transport Ombudsman  
PO Box 538  
Collins Street West  
Melbourne, Victoria, 8007

### National Relay Service or NRS

You can use the NRS to contact us if you are deaf, or have a hearing or speech impairment.

**Website:** [www.bit.ly/nrs-helpdesk](http://www.bit.ly/nrs-helpdesk)

### Translating and Interpreting Service or TIS

You can choose to use the TIS if you speak a language other than English.

**Website:** [www.tisnational.gov.au](http://www.tisnational.gov.au)

**Call:** 131 450

### Social media

[www.Facebook.com/PublicTransportOmbudsman](https://www.facebook.com/PublicTransportOmbudsman)

[www.Twitter.com/ptovic](https://www.twitter.com/ptovic)

## GOT AN UNRESOLVED COMPLAINT ABOUT PUBLIC TRANSPORT?



**PUBLIC  
TRANSPORT  
OMBUDSMAN**

LISTEN · ACT · RESOLVE · IMPROVE

## WHO WE CAN HELP

The Public Transport Ombudsman helps resolve complaints between users of public transport and public transport operators who are members of the PTO Scheme. We can also look at complaints from people who are affected by public transport activities, such as maintenance and construction.

Most public transport operators in Victoria are members of the Public Transport Ombudsman Scheme. They include bus, train and tram operators, the Department of Transport (including PTV) and organisations involved in major public transport projects.

## WHAT WE CAN HELP YOU WITH

There are many types of complaints we can look at including:

- late or cancelled bus, train or tram services
- the accessibility of public transport vehicles, infrastructure, information and customer services
- myki and ticketing issues
- information about public transport and related activities
- public transport staff, including Authorised Officers (AOs)
- public transport fines (in some circumstances)
- noise and disruption from public transport works
- the safety or cleanliness of stations, stops and vehicles.

If you're not sure if we can help with your complaint, you should contact us for advice. If we can't help, we can usually refer you to someone who can.

## INFORMATION WE NEED

We will ask you for:

- your name and your contact details
- what your complaint is about, including the name of the operator and times, dates and locations related to your complaint
- what the operator said or did in response to your complaint
- why the operator's response didn't resolve your complaint
- documentation to prove any costs you have
- photographs and video recordings if you have them
- copies of your correspondence with the operator
- what you want to happen next.

Depending on what your complaint is about, you might need to give extra information like quotes or expert advice.

If you don't provide us with the information we ask for, we may not be able to look at your complaint. If you're unable to give this information, you should let us know as soon as possible.

