

Authority to Act

PTO Reference: _____

By completing this form, you authorise the person named below to act on your behalf about your complaint to the Public Transport Ombudsman (PTO).

Please note, the PTO's service is free.

You do not have to pay anyone else to handle your complaint for you.

If you choose to have someone act on your behalf and this attracts a fee, you will not be able to recover these costs through the PTO.

If you need an interpreter or translator, we can arrange this.

When you authorise a representative to act on your behalf, it's important to understand that the PTO may:

- ask that your representative provide us with information about your complaint
- provide your representative with complaint information we have obtained from the operator or any other organisation
- deal with your representative as if we are dealing with you, for the purposes of resolving your complaint

You can cancel or change this authority at any time by contacting the PTO on freecall* 1800 466 865 or by emailing enquiries@ptovic.com.au

Your details:

Print name:	
Signature:	
Date:	
Phone:	
Email:	

Representative details:

Name:	
Relationship to you (e.g. family member, friend, support worker)	
Phone:	
Email:	

Please return completed form to: Public Transport Ombudsman
Postal address: PO Box 538, Collins Street West, Melbourne, VIC, 8007
Email: enquiries@ptovic.com.au

*Free from landlines, standard rates apply for calls from mobiles. If you call from a mobile you can ask us to call you back.