



**The Victorian Public Transport Industry's**

# **COMPLAINT MANAGEMENT POLICY**

*Enabling and Managing Complaints, Learning and Improving*

February 2017

# 1 Introduction

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## 1.1 Introduction

As an industry, we are committed to providing an excellent service to our customers. We value feedback as it helps us to understand our customers' experiences and how we can continue to meet their needs.

We acknowledge your right to raise a complaint and to receive a timely and appropriate response to your concerns.

## 1.2 Application and definition

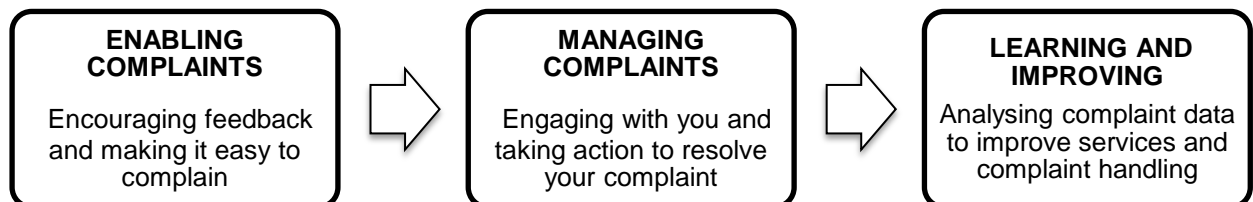
This Policy applies to all complaints received by us and managed through our Complaint Management Process<sup>1</sup>.

A complaint is an expression of dissatisfaction about our products, services, staff or the handling of a complaint.

## 1.3 Our complaint management principles

Our Complaint Management Process is based on guiding principles that aim to:

- Enable and welcome complaints
- Manage complaints effectively, efficiently and fairly
- Promote a culture of learning from complaints and making improvements.



### 1.3.1 *Enabling complaints*

We recognise your right to complain and we are committed to addressing your concerns fairly and efficiently. Our staff are well trained and will actively assist you through the process.

We recognise that some people have particular needs or require extra assistance when making a complaint. We provide a range of accessible options to make the process as easy as possible.

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<sup>1</sup> This Complaint Management Policy and the Complaint Management Procedure Guide are collectively referred to in Franchise Agreements as the Complaints Handling Procedure.

We will be flexible when dealing with your complaint and will communicate with you in the most convenient and efficient way. We will use complaint handling methods that help us to resolve your complaint as quickly as possible.

### 1.3.2 ***How to contact us if you have a complaint***

For up to date information on how to contact us please visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au), or call Public Transport Victoria (PTV) on Freecall 1800 800 007 (6am – midnight Sunday – Thursday, and all night on Friday and Saturday).

### 1.3.3 ***Managing the complaint***

We aim to acknowledge and respond to your complaint promptly and recognise that some issues require urgent action. We assess each new complaint to determine the most appropriate initial action and give priority in accordance with the urgency and/or severity of the issues raised.

Those complaints assessed as requiring urgent attention will be responded to within three business days. All other complaints will be responded to within seven business days. If this is not possible, we will keep you updated of the expected timelines and the reason for any delays.

Our Complaint Management Process is fair to all parties and ensures issues are handled in an objective and unbiased way. You have avenues for review if you are not satisfied with an outcome, including internal managerial review by the PTV Customer Advocate and independent, external review by the Public Transport Ombudsman.

We will protect your privacy and manage your personal information in accordance with privacy laws and our privacy policies.

### 1.3.4 ***Learning and improving***

Complaint data is an important source of information to measure how we are performing. Our staff regularly analyse complaint data to find ways to improve how we operate and how our services are delivered. We present monthly reports on complaint trends to senior management and participate in the quarterly Customer Feedback meetings convened by PTV. We conduct root cause analysis on complaints to identify systemic issues, and work with entities across our industry to improve your experience and prevent them from recurring.

We also work hard to continually improve our Complaint Management Process. We have effective quality assurance processes in place to regularly review the quality of complaint handling and to provide feedback to staff. PTV performs an annual compliance audit and will seek input from customers about their level of satisfaction with our Complaint Management Process.

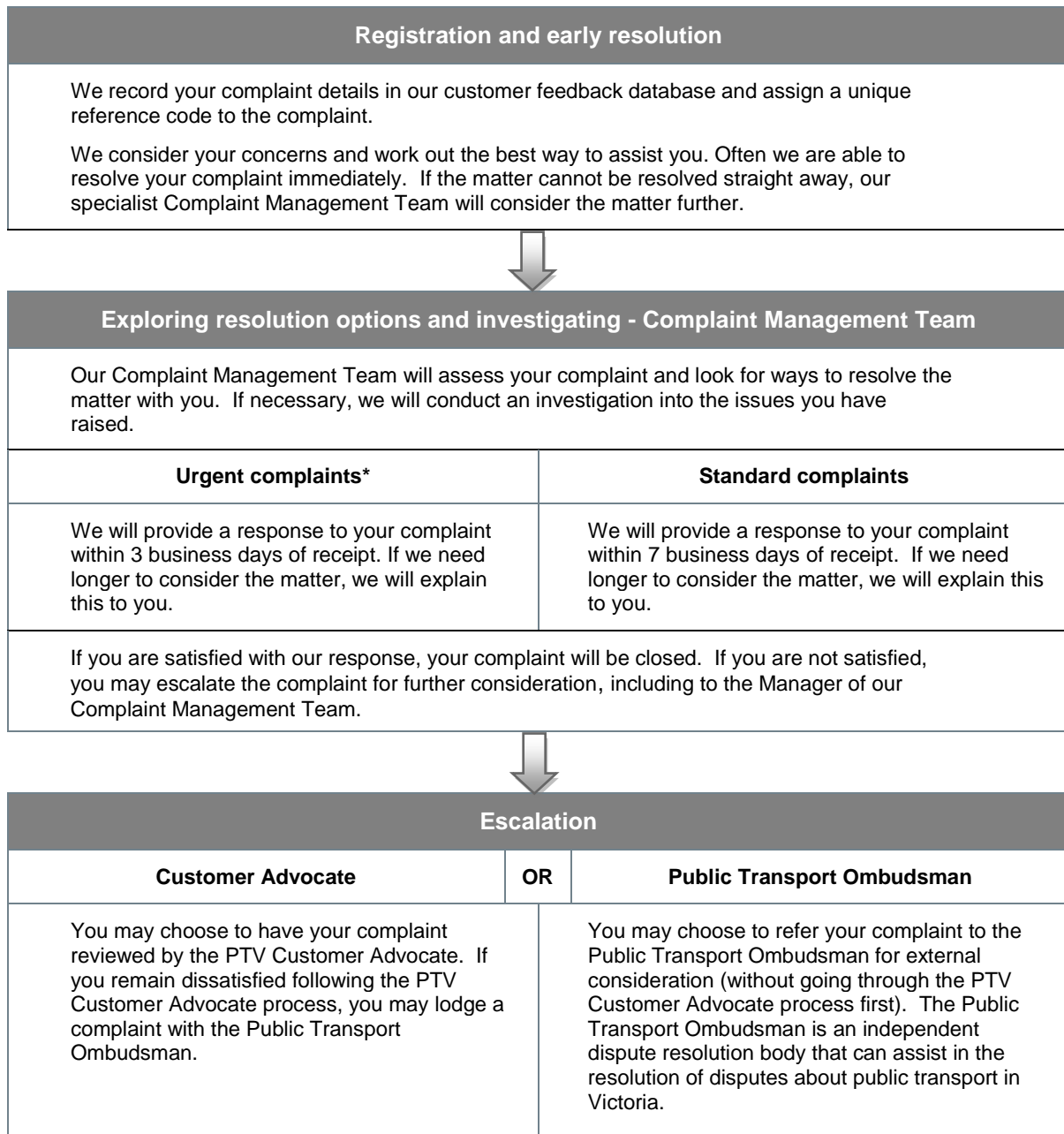
## **2 Our complaint management process**

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We have a three-tiered Complaint Management Process (see Figure 1: Complaint Management Process). This enables complaints to be resolved quickly by frontline staff

where appropriate and also provides opportunities for your concerns to be considered further if you are not satisfied with our initial response.

Figure 1: Complaint Management Process



**\*As an industry, we have agreed that some issues will be dealt with urgently. These generally relate to imminent safety issues, emergency situations, accessibility and property damage.**