

# Fact Sheet

## Feedback and Complaints Handling Service Policy

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### How do I provide my feedback or complaint to Transport Canberra Buses?

Customers can provide feedback and complaints through the following channels:

- **online** through the ACTION / MyWay Customer Feedback form:  
[https://www.accesscanberra.act.gov.au/app/forms/action\\_feedback](https://www.accesscanberra.act.gov.au/app/forms/action_feedback)
- **phone** by calling the Information Line on 13 17 10
- **in person** by filling in a Transport Canberra Customer Feedback Form available at Access Canberra Shopfronts and from Transport Officers at bus stations
- **mail** by sending a letter to Transport Canberra Buses, GPO BOX 158, Canberra City ACT 2601
- **fax** by sending your feedback or complaint to (02) 6207 8080
- **Social media**

### What information do I need to include?

When providing feedback and complaints about particular services, Transport Canberra requires the following information to investigate and respond quickly and effectively:

- time
- date
- bus route or bus number
- location
- direction of travel.

You should also include your name and contact details. This allows Transport Canberra to get in touch with you if further information is required to investigate the feedback or complaint.

You may also provide feedback anonymously. Please note, anonymous feedback or complaints may not be investigated. They will however, be recorded and referred to the appropriate area for information and noting.

### What happens to my feedback or complaint?

Transport Canberra takes all feedback and complaints seriously and takes all reasonable steps to investigate feedback and complaints. You should receive a response to your feedback or complaint **within 10 working days if you have provided your contact details.**

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If feedback involves the delivery of a service or driver behaviour, the driver will be identified and the matter investigated and where required, actions will be taken in accordance with Transport Canberra's internal disciplinary processes. Where the feedback is a service request or a change to a service, it will be sent to Transport Canberra's Scheduling Team for investigation. For complaints about buses or bus station/stop infrastructure, your feedback will be sent to the relevant depot or Roads ACT, who manage bus stop infrastructure, for investigation.

If you have provided your contact details, Transport Canberra's Customer Experience Team will respond to your feedback and advise you of what steps will be taken to resolve any issues. Unless requested, Transport Canberra will not generally advise customers of the outcome of an investigation.

### **Why can't I provide my feedback to a driver or at a bus station?**

General feedback provided to Transport Canberra staff in any other way (for example on the bus, or at a bus station) will not be considered formal feedback or a formal complaint. In these instances, a formal response from Transport Canberra cannot be guaranteed. Customers are advised to use one of the methods identified above in order to ensure a response from Transport Canberra.

### **What does Transport Canberra do with the information I provide?**

All feedback and complaints are stored in a *Customer Record Manager (CRM)* database. Feedback is assigned a unique reference number, and stored with customer's name and contact details; the services or related practices referred to; the feedback or complaint and relevant supporting data; and actions taken to investigate the feedback or complaint.

Feedback or complaints involving criminal allegations or serious misconduct by Transport Canberra staff will not be stored in the CRM database.

All information received by Transport Canberra is maintained in accordance with *Freedom of Information Act 1989*; *Territory Records Act 2002*; and *Privacy Act 1988*.

### **What if I am not satisfied with the outcome of my complaint?**

If you are dissatisfied with the outcome of your complaint, you should write to the Director, Transport Canberra Operations using the address above, requesting a review of the complaint. A review will be instigated by the Director with an outcome of the review provided to you in writing.

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If you remain dissatisfied with the internal review of your complaint, you have the right to refer the matter to an external agency such as:

- ACT Civil and Administrative Tribunal
- ACT Human Rights Commission
- ACT Ombudsman.