

How can you make a Complaint to the PTO?

PUBLIC
TRANSPORT
OMBUDSMAN
VICTORIA



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We aim to provide an informal service, and you can choose how you want to lodge your complaint. We accept both written and verbal complaints.

If you telephone us, you will be able to speak with an experienced Conciliator. The Conciliator will discuss your complaint with you, and determine whether it falls within our jurisdiction.

If you write to us, we will contact you to advise of receipt of your letter, and to obtain any necessary additional information relating to your complaint.

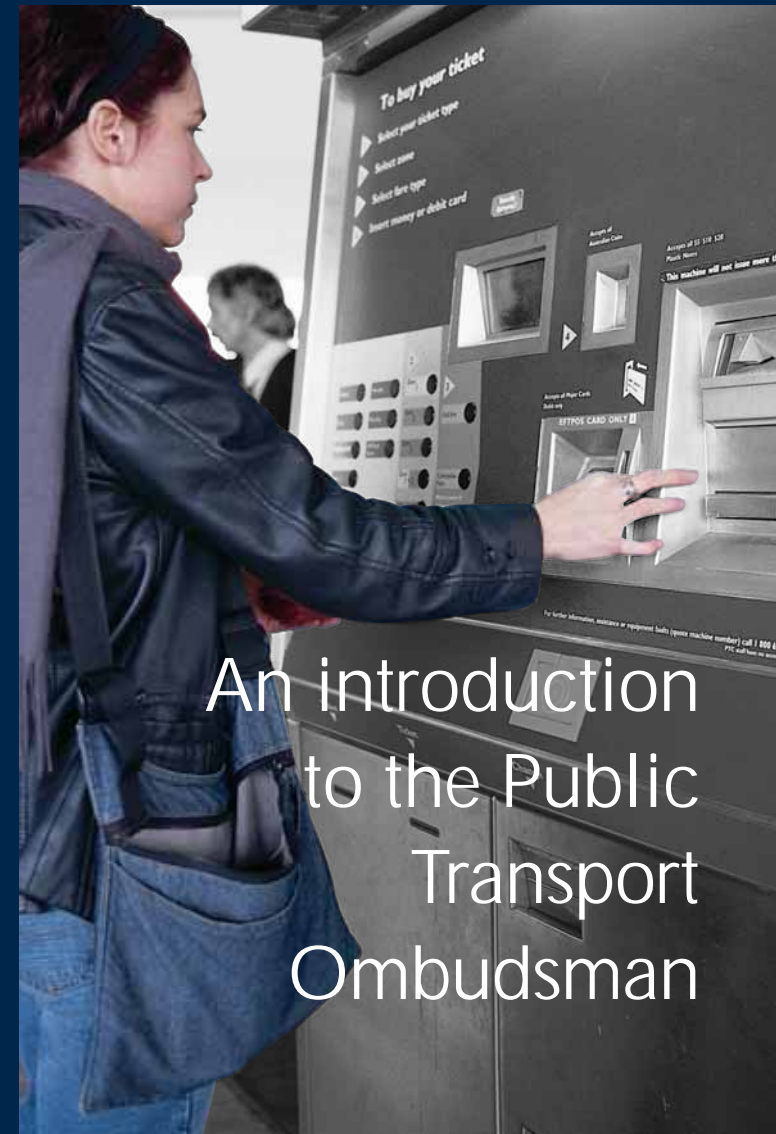
In the event that the PTO cannot accept your complaint we will, wherever possible, suggest an alternative authority which can.

Contacting the PTO

Telephone	8623 2111 or 1800 466 865
TTY	1800 809 623
Fax	8623 2100
Email	enquiries@ptovic.com.au
Web	www.ptovic.com.au
Letter	PO Box 538 Collins Street West Melbourne Vic 8007

Contacting your Provider

Metlink	131638 or feedback@metlinkmelbourne.com.au
Yarra Trams	1800 800 166
Connex	1800 800 705
V/Line	1800 800 120
Bus complaints	– approach the relevant bus line



An introduction
to the Public
Transport
Ombudsman



Who Are We?

The Office of the Public Transport Ombudsman (PTO) provides a free, independent and accessible dispute resolution scheme.

We are able to receive complaints against operators of Victoria's public transport services.

We aim to resolve complaints quickly and informally, and take into account what is fair and reasonable, good industry practice and current law.

We do not act as an advocate for either you or your public transport provider.

Who can bring a Complaint to the PTO?

If you have a complaint about the operation of Victoria's public transport services, it is important that you **contact the relevant operator first**. This will allow the operator the opportunity to resolve your complaint.

If you are unable to resolve your complaint directly with the operator concerned, **you are then able to bring a complaint to us**.

You must be **directly affected** by the circumstances which led to the complaint.

You can, however, nominate another person, such as a friend, relative or advocate to act on your behalf.

What Complaints can the PTO accept?

We are able to accept complaints about:

- ✓ The provision of, or failure to provide, public transport services, including punctuality, reliability and cancellations;
- ✓ Ticketing issues, including ticket machines and validators;
- ✓ Infrastructure and rolling stock;
- ✓ The conduct or behaviour of employees, agents or contractors;
- ✓ The use of land or premises;
- ✓ We can receive and record complaints about systemic issues – that is, issues which affect a number of people, not just an individual; and
- ✓ Any other matters consistent with the PTO Constitution and Charter.

