



# Customer complaints and feedback policy

**In Transport, we place the customer at the centre of everything we do. Wherever possible, complaints will be resolved promptly at the first point of contact.**

We are committed to making our systems accessible and supporting people that may require assistance when making a complaint. All complaints and feedback will be handled equitably, objectively and in an unbiased manner.

We are committed to responding appropriately to customer complaints and feedback; and to using the insights generated to guide business decisions to improve the products and services we offer.

If a matter concerns an immediate risk to safety or security, the response will be immediate and will be escalated appropriately. If a complaint concerns the misuse or loss of personal information, it will be directed to the agency's Privacy Officer.

We aim to resolve most complaints within 5 business days. In circumstances where a complaint requires a detailed investigation, you will be sent an acknowledgement that includes a tracking reference and information regarding the complaint handling process.

If it is likely to take longer than 20 business days to resolve your complaint, you will be kept informed of progress on a regular basis until the matter is resolved.

Where possible, we will supply reasons for our decisions. If you are not satisfied with how your complaint has been handled, or the resolution provided, you can request the issue be escalated for review; either directly through the staff member handling the matter, or by contacting us with your reference number.

As part of our commitment to best practice customer service, we will accept anonymous complaints and investigate them where there is sufficient information to enable an investigation.

The decision to restrict or terminate contact with a customer on the basis of unreasonable conduct will only be taken in accordance with our *Unreasonable Conduct by Complainants Policy*.

In accordance with the Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW), customers' personal information will not be disclosed to any third party without their consent, except where required or authorised by law. Advice for staff on privacy requirements is available from the Privacy Contact Officer at [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au) (or another relevant agency contact).

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## Suggested channels for contacting us include:

- Our websites (e.g. [transportnsw.info](http://transportnsw.info) or [RMS](http://RMS)).
- Phone (e.g. 131 500, 132 213)
- Written correspondence (e.g. Letter)

**Rodd Staples**  
Secretary  
1 July 2018

## This Policy applies to the Transport Agencies listed below:

- Transport for NSW (TfNSW)
- Department of Transport (DoT)
- Roads and Maritime Services
- Sydney Trains
- NSW Trains
- RailCorp
- State Transit Authority
- Sydney Metro