

Customer Complaints and Feedback Policy

Policy Number: CP22002

Effective Date: 12/10/22 Review Date: 12/10/24



At Transport, we place the customer at the centre of everything we do. We value what customers have to say and work to resolve any complaints promptly and respond to feedback in a fair, unbiased and efficient way.

We consider all complaints and feedback and are committed to listening and responding to customers in a clear and timely manner.

We act with empathy, show understanding for customer circumstances and respect their time.

We are committed to making it easy for customers to engage with us and we will support them if they need help.

We take customer privacy seriously and manage their personal and health information in line with our [Transport Privacy Policy](#).

The safety and wellbeing of our customers, people and communities is integral to everything we do. We ask customers to treat our people with courtesy and respect. We do not tolerate abusive or threatening behaviour.

We act in accordance with the NSW Ombudsman's [Managing unreasonable conduct by a complainant guidelines](#) when responding to unreasonable behaviour. This may mean we terminate a phone call and/or restrict how customers can contact us.

We commit to providing a fair and reasonable complaint and feedback avenue by:

- **Being accessible** – providing a variety of communication channels including online, phone, email, by mail, or in person, and supporting customers who may need help. We accept anonymous complaints and investigate them if enough information is provided.
- **Responding in a timely way** – aiming to resolve most complaints within five business days. In the instances where we need to conduct an investigation, it may take up to 20 business days to respond. Should this be necessary, we will keep customers informed.
- **Making decisions transparently** – outlining the reasons for our decisions and providing opportunities for review and escalation if customers are not satisfied with how their complaint is handled.
- **Improving our services** – using customer insights to guide our decisions and improve the products and services we offer in accordance with our [Privacy Statement](#).
- **Protecting safety and security** – escalating matters immediately where there is an imminent risk to safety or security, including to the NSW Police Force. If a complaint concerns the misuse or loss of personal information, we direct it to our

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Privacy Officer. If a complaint concerns misconduct by a staff member, we direct it to the relevant professional standards team for assessment.

This Policy applies to staff performing work for the following:

- Transport for NSW
- Department of Transport
- Sydney Trains
- NSW Trains
- State Transit
- Sydney Metro
- The Point to Point Transport Commissioner

'Staff' includes all permanent, temporary and casual staff, staff seconded from another organisation and contingent workers including labour hire, professional services contractors and consultants.

This Policy supersedes CP14038.1 and CP14039.2.

A handwritten signature in black ink, appearing to read 'Rob Sharp'.

Rob Sharp
Secretary

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