# Complaints & Feedback Policy

**How to Raise a Concern or Share Feedback, and How We Respond**

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NSW Bus Operator Accreditation No. 39461 · Operating since 2003 · 1300 468 199 ·
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We aim to get every service right, but we know that occasionally something may fall short, and when it does, we want to hear about it. Feedback, whether a concern, a complaint or a compliment, is how we keep improving. This document explains how to raise a matter with us, how we handle it, how quickly we respond, and what to do if you are not satisfied with our response.

We treat every complaint seriously, fairly and without any disadvantage to the person raising it. Most matters are resolved quickly and simply once we know about them.

**We Want to Hear From You | Taken Seriously | Acknowledged Within 2 Business Days**

## How to Contact Us

You can raise a complaint or share feedback in whichever way suits you best. To help us respond quickly, please include your booking date, the service details, and what happened.

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| **Phone** | 0413 182 999 |
| **Email** | info@sydneycharterbus.com.au |
| **Online** | Through our Contact page, or for a service matter, our Service Incident form. |
| **What to include** | Your name and contact details, the date and details of the service, and a clear description of your concern or feedback. |

## How We Handle a Complaint

Every complaint follows a clear, fair process so you know what to expect.

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| **1. We acknowledge it** | We aim to acknowledge your complaint within two business days of receiving it, so you know it is being looked at. |
| **2. We look into it** | We review the details, speak with the driver or staff involved, and check our records so we understand what happened. |
| **3. We respond** | We aim to provide a response or resolution as quickly as the matter allows. For straightforward matters this is usually prompt; more complex matters may take a little longer, and we will keep you informed. |
| **4. We put things right** | Where something has gone wrong, we take reasonable steps to fix it, and to stop it happening again. |
| **5. We learn from it** | Feedback is fed back into our procedures, driver briefings and training, so every complaint helps us improve. |

## Our Principles

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| **Fair and impartial** | Every complaint is considered on its merits, fairly and without prejudgement. |
| **No disadvantage** | Raising a complaint will never disadvantage you or affect the service you receive. |
| **Private and respectful** | We handle your information sensitively and in line with our Privacy Policy. |
| **Accessible** | If you need help to make a complaint, or a different way to reach us, just ask and we will assist. |

## If You Are Not Satisfied

We would always prefer the chance to resolve a matter with you directly, and we will do our genuine best to. If you are not satisfied with our response, you can ask for it to be reviewed by our management. Beyond that, depending on the nature of the matter, you may raise it with an external body, for example:

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| **Consumer matters** | NSW Fair Trading, for matters about the service as a consumer. |
| **Bus safety matters** | The Office of Transport Safety Investigations, for significant bus safety concerns. |
| **Privacy matters** | The Office of the Australian Information Commissioner, for privacy concerns. |

## Feedback Is Welcome Too

It is not all about complaints. If a driver went above and beyond, or a service made your day run smoothly, we would love to hear that as well. Positive feedback is shared with our team and helps us recognise the people who do great work, and it tells us what to keep doing. Whether it is praise, a suggestion or a concern, your feedback genuinely helps us serve you better.