

## TransLink Complaint Management Guidelines

TransLink is a division of the Department of Transport and Main Roads with statewide responsibility for:

- buses, trains, ferries and trams across [South East Queensland](#)
- buses in [Cairns](#)
- buses in [Mackay](#)
- buses in [Toowoomba](#)
- buses in [Townsville](#)
- [regional services](#)
- demand responsive transit
- [taxi regulation](#)
- [Long distance rail, coaches and regional air](#)

Our vision and purpose is creating a purpose to create a single integrated transport network accessible to everyone.

We partner with a range of Queensland [service providers and government agencies](#) to deliver high-quality public transport services, ticketing, information and infrastructure.

We operate with a 'customers first' focus and managing customer feedback plays a central role in informing improvements to TransLink's services and products.

### 2. Applicability

The guidelines outline the management of TransLink complaints through the [Transport and Main Roads Complaints Management Policy](#) and specify the processes as they apply to TransLink employees, contractors and Service Providers.

### 3. Complaints Management Guidelines

TransLink recognises the importance of feedback, both positive and negative as an essential tool to enable and improve quality services that meet our customer's needs.

When it is not possible to resolve complaints at the first point of contact, the complaint is referred to an appropriate area within the Division or to our Service Providers for investigation and appropriate action.

TransLink is responsible for ensuring the appropriate action has been taken and, if a response is requested, that it is delivered to the customer/complainant.

## 4. Receiving Complaints

The diverse portfolio of passenger transport responsibilities of TransLink Division relies on a matrix of channels to receive and respond to customer feedback and complaints.

Feedback and complaints provided to employees and contractors on board services cannot be managed as a formal complaint.

These complaints may be recorded in accordance with Service Providers specific complaints management processes. If customers wish to pursue a formal complaint to TransLink Division, it needs to be made through one of the appropriate channels outlined in this guideline.

### 4.1 TransLink branded services and infrastructure

Feedback and complaints may be lodged:

- By phone: 13 12 30 - TransLink Division's 24 hours a day, seven days a week Contact Centre
- Online: by visiting the TransLink website at [Translink.com.au](https://translink.com.au) using the [online feedback form](#)
- Via Mail: TransLink Division, GPO Box 50, Brisbane Queensland 4001.

**go card** – due to security and privacy obligations, all go card account enquiries are to be directed by telephone to the TransLink Contact Centre (13 12 30),

Alternatively, customers with a registered go card can access their online go card account to submit an enquiry.

### 4.2 Passenger and School Transport Regional Offices

Local TransLink offices across SEQ and Regional Queensland manage a range of services and complaints relating to:

- qconnect bus service complaints should be initially made to the local service provider. Unresolved complaints can be escalated to TransLink.
- school transport services or [School Transport Assistance Scheme \(STAS\)](#)
- enforcement of legislative regulations (in conjunction with TMR Compliance Transport Inspectors)
- investigation of complaints about alleged illegal actions by persons that are, or should be licensed under transport legislation
- Service Providers who may have failed to comply with set regulations.

## 5. Timeframes

Where complaints are unable to be resolved at the first contact point, all reasonable effort will be made to finalise and resolve complaints as efficiently as possible.

The following finalisation timeframes are provided as a guide:

- **5 working days** for complaints categorised as high priority which relate to school aged children and young people, safety, security access and discrimination issues.
- **10 working days** for all other complaints such as those relating to service issues, network planning and maintenance.

Complaints that require more detailed investigation and analysis may not be resolved within these timeframes. If that is the case, we will endeavour to maintain contact with the customer until it is finalised.

Every reasonable effort will be made to investigate all circumstances and information surrounding a complaint and the level of investigation will be proportionate to the seriousness, frequency and severity of the complaint.

## 6. Reporting

Customer complaints are monitored and analysed regularly with volumes, trends and response timeliness being formally reported for action as appropriate.

TransLink Division's corporate performance target is to achieve less than three customer service complaints per 10,000 trips.

## 7. Right to appeal

If you are not satisfied with how your complaint has been managed, a customer relations specialist will undertake an assessment to ensure proper process and protocols have been followed.

Following that, if you remain dissatisfied with the outcome you can request an internal review.

The request should be:

- in writing to either
  - [government.relations@translink.com.au](mailto:government.relations@translink.com.au)
  - GPO Box 50, Brisbane Qld 4001
- lodged within 28 days of receipt of the decision
- contain details of why the matter should be reviewed
- explain how you have been affected by the decision
- suggest what action you would like taken to resolve the issue.

If you are dissatisfied with the handling of your complaint after an internal review is completed, you can submit a case to an independent external review agency such as the [Office of the Queensland Ombudsman](#). The Queensland Ombudsman investigates complaints about the actions and decisions of Queensland's state and local government agencies.

## **8. Unreasonable Customer Conduct**

We are committed to being accessible and responsive to customers who contact us for assistance with a complaint. To do that successfully depends on our team's ability to complete our work and perform our functions in the most effective and efficient way possible and allocate resources fairly.

We need to ensure the health, safety and security of our staff and we always expect them to be treated with respect and courtesy.

Unreasonable conduct is any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource and/or equity issues for our organisation, our employees and contractors, other service users and/or the complainants themselves.

TransLink will take proactive and decisive action to manage any customer conduct that negatively and unreasonably affects our business. We will support our employees and contractors to implement measures to manage unreasonable conduct as outlined in the TransLink's Managing Unreasonable Customer Conduct Procedures developed in reference to the [Queensland Ombudsmen's Managing Unreasonable complainant Conduct Practice Manual \(2<sup>nd</sup> Edition\)](#).