

TransLink Divisional Complaints Management Guidelines

1. Statement of support

As a Division of the Department of Transport and Main Roads, TransLink Division's mission is to shape mobility for our community by delivering on TMR's purpose to create a single integrated transport network accessible to everyone.

TransLink Division has a responsibility for:

- buses, trains, ferries and trams across South East Queensland,
- regional passenger services across the state, including charter services and school services,
- personalised transport services,
- long distance rail, coaches and regional air,
- Community and courtesy transport, tourist services, tourist transfer services, and other services.

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

This guideline provides a whole of state complaint management framework that aligns with TransLink Division's varied customer and third party interactions.

Matthew Longland

Deputy Director-General

TransLink Division

2. Applicability

The TransLink Divisional Complaints Management Guidelines outline the management of the Division's complaints, which will be managed under the provision of the *Transport and Main Roads Complaints Management Policy* where not explicitly covered in this guideline.

The guidelines specify the processes as they apply to TransLink employees, contractors and Service Providers to guide in the management of TransLink customer and third party complaints.

3. Complaints Management Guidelines

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

We aim to resolve complaints about our services at the first point of contact. Where our employees and contractors identify this is not possible, the complaint is referred to an appropriate area within the Division, Transport and Main Roads or to our Service Providers for investigation, appropriate action and response. TransLink Division has the responsibility to ensure the appropriate action has been taken and if a response is requested, that this is delivered to the customer/complainant.

All complaints received by TransLink Division are to be recorded into the approved recordkeeping system. Recordkeeping of complaints is the responsibility of all employees and contractors and managed in accordance with the *Public Records Act 2002*.

To assist TransLink Division and our Service Providers in the prompt and accurate investigation of complaints, it is requested that complainants provide their full name and contact details.

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 will not 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, this should 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 in the following ways:

- 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** using the online feedback form
- Mail: TransLink Division, GPO Box 50, Brisbane Queensland 4001.
- TransLink is active on Facebook, Twitter and Instagram, which enables us to interact with our customers across the network. We request the submission of an online feedback form if you have any of the following:
 - » formal request, comment or enquiry
 - » complaint against staff or services
 - » response to an item for public consultation.

go card - TransLink Division requires all **go card** account enquiries to be directed by telephone to the TransLink Contact Centre (13 12 30), due to the financial nature of **go card** and the associated security and privacy obligations. 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 located across SEQ and Regional Queensland manage a range of services and complaints relating to:

- *qconnect* bus services, 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.

Please refer to translink.com.au/contact-us for contact details of your local TransLink Passenger and School Transport Office to lodge a complaint in your local area. Offices are located in:

- Cairns
- Mackay
- Maryborough
- Roma
- Toowoomba
- Townsville
- Rockhampton.

In South East Queensland, Passenger and School Transport Offices are located in the following areas (contact details are located at **translink.com.au/contact-us**) and complaints can also be lodged as per contact details in section 4.1.

- Brisbane North – Carseldine
- Brisbane South - Ipswich
- Sunshine Coast – Maroochydore
- Gold Coast - Southport.



5 Categories of complaints

TransLink Division's complaints can generally be assigned to one of five categories:

Table 1

	Service Delivery Performance*	TransLink Products, Ticketing Policy, Services and Infrastructure	Staff Skills and Performance (TransLink employees and contractors and Service Providers)	Non Compliance [^]	Incidents involving school age children, safety & security, and misconduct#
Types of complaints (but not limited to)	<ul style="list-style-type: none"> On-time running Route issues Service changes Overcrowding No shows Missed connections 	<ul style="list-style-type: none"> Fares go card Website and Journey planner App Social media Policies Bus Stops Signage Timetables School transport assistance scheme (STAS) complaints. 	<ul style="list-style-type: none"> Commendations Incorrect route taken Behaviour Announcements and information Failure to pick up or set down Driver competency Inappropriate customer service 	<ul style="list-style-type: none"> Driver Authorisations Operator Accreditations Defective vehicles Unlicensed services Taxi subsidy scheme Breaches of code of conduct and Legislation 	<ul style="list-style-type: none"> Failure to pick up or set down children (defined as an individual under 18 years). Accidents, injuries, near miss. Safety concerns Discrimination and misconduct

* Customer complaints and feedback on "Service Delivery Performance" are a major challenge for TransLink Division and our Service Providers as they can result from unforeseen and unavoidable circumstances.

[^] Non Compliance issues will be managed in accordance with TransLink Division protocols for Handling Non-Compliance with Transport Legislation and Policies by the appropriate passenger and school transport office.

6. Timeframes

For complaints which can't be resolved at the first contact point, all reasonable efforts will be made to finalise complaints as efficiently as possible. The following timeframes are provided as a guide:

Next Business day - Complaints involving school age children, accidents and injuries will be provided a courtesy call on the next business day following the lodgment of the complaint.

5 working days - Finalisation of complaints involving school aged children, accidents and/or injuries, safety concerns, discrimination and misconduct as outlined in category 5.

10 working days - Finalisation of complaints assigned to categories 1- 4 in table 1, received by telephone, internet web form, email and written correspondence.

TransLink Division recognises that complaints requiring investigation and analysis may not be resolved within these timeframes. In these circumstances, TransLink Division 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. The level of investigation should be proportionate to the seriousness, frequency and severity of the complaint.

7. 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.

Right to appeal

If our customers are not satisfied with the outcome of their complaint, an internal review can be requested. To initiate an internal review the request should:

- Be in writing: email to Translink@translink.com.au or mail to GPO Box 50, Brisbane Qld 4001.
- Be lodged within 28 days of you receiving the decision about your complaint.
- Detail why you wish the matter be reviewed.
- Explain how you have been affected by the decision.
- Detail what action you would like taken to resolve the complaint.

Customers can also contact the *Queensland Ombudsman*. The Queensland Ombudsman is an independent organisation that investigates complaints about the actions and decisions of Queensland's state and local government agencies.

Unreasonable Customer Conduct

TransLink is committed to being accessible and responsive to customers who contact our Division for assistance with a complaint. At the same time, the success of our Division depends on:

- our ability to complete our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our employees and contractors
- our ability to allocate our resources fairly across all the complaints we receive.

When customers behave unreasonably in their dealings with us, their conduct can significantly affect our success.

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.

As a result, TransLink will take proactive and decisive action to manage any customer conduct that negatively and unreasonably affects our business and will support our employees and contractors to implement measures to manage unreasonable conduct as outlined in TransLink's *Managing Unreasonable Customer Conduct Procedures* (located at translink.com.au/about-translink/who-we-are/customer-feedback) developed in reference to the *Queensland Ombudsmen's Managing Unreasonable complainant Conduct Practice Manual (2nd Edition)*.