



**Enquiries and appeals when a ticket infringement has been issued:**

Department of Transport  
Ticketing Infringement Administration  
Email: [tia@transport.vic.gov.au](mailto:tia@transport.vic.gov.au)  
Phone: 1300 135 066  
Mail: GPO Box 2797, Melbourne VIC 3001

**Feedback about customer information and signage in the Melbourne metropolitan area:**

Metlink Customer Feedback  
Online: [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)  
Phone: 131 638 (6am – midnight daily)  
Mail: GPO Box 4693, Melbourne VIC 3001

**Feedback about public transport policy and improvements:**

Department of Transport  
Online: [transport.vic.gov.au](http://transport.vic.gov.au)  
Phone: 9655 3333  
1800 264 644 (Victorian country callers)  
Mail: GPO Box 2797, Melbourne VIC 3001

**Public Transport Ombudsman**

Online: [ptovic.com.au](http://ptovic.com.au)  
Email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)  
Phone: 8623 2111  
Toll free: 1800 466 865 (TTY 1800 809 623)  
Interpreter service: 131 450  
Fax: 8623 2100  
Mail: PO Box 538 Collins Street West, Melbourne VIC 8007

**You can contact Metlink or Viclink with any type of feedback. They will refer you to the relevant organisation.**

# Customer feedback for public transport



For metropolitan train, tram and bus information call Metlink on **131 638** (TTY 9619 2727) 6am – midnight daily or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

For regional train, coach and bus information call **136 196** 6am – midnight daily or visit [viclink.com.au](http://viclink.com.au)



## Customer feedback for public transport

Your feedback is an important tool that Victoria's public transport organisations use to improve the public transport network. Every enquiry, suggestion, complaint and compliment helps to create a better public transport network.

As a result of customer feedback we have made substantial improvements to our online information, produced a Travelling on Trains with Prams and Toddlers brochure, provided more information on accessible transport and improved safety at platform tram stops.

This guide explains the public transport feedback process and the public transport organisations you can contact to express your views. There are many different organisations delivering public transport services, providing infrastructure and planning for our future needs. The guide also describes how the Public Transport Ombudsman can assist you.

All of these organisations are listed in this guide for your reference. Their contact details are also included so you can easily contact them with your feedback.

## Frequently asked questions

### Which organisation do I contact with my feedback about public transport?

Public transport organisations are listed in the public transport feedback directory in this brochure.

If you have any doubts about which organisation to contact, Metlink (for metropolitan services) and Viclink (for regional services) will pass your feedback on to the relevant organisation.

### What information is recorded when I provide feedback?

All feedback is logged and given a unique case number for easy follow-up. You will be informed of this case number and the expected response time.

In accordance with the *Information Privacy Act 2000*, any personal information collected is confidential and will only be used to resolve that feedback case.

### When should I expect a response?

Feedback is categorised and prioritised.

The highest priority is allocated to issues such as immediate passenger safety and security. Cases in this category are

acknowledged within one business day, with a further response within two business days if required. In emergency situations, the relevant authority is notified immediately.

For other types of feedback, you will receive an acknowledgement and response within seven business days.

If these timelines cannot be met, you will be contacted and advised of an expected response time.

### What happens if I am not satisfied with the response to my feedback?

Each organisation is committed to resolving the feedback you provide. If you are not satisfied with your response, you can ask for your case to be escalated and reviewed by the relevant organisation's feedback manager.

If you do not receive a response to your feedback or you remain dissatisfied, you can contact the Public Transport Ombudsman. The Public Transport Ombudsman provides an independent and accessible dispute resolution service. The Public Transport Ombudsman aims to resolve complaints quickly and informally and considers what is fair, reasonable, good industry practice and current law.

### What types of cases can I refer to the Public Transport Ombudsman?

Cases must have already been lodged with the appropriate organisation or operator, and the operator must have been given a reasonable opportunity to resolve the issue. The Public Transport Ombudsman cannot investigate a case until after the relevant organisation has had this opportunity.

The Public Transport Ombudsman handles most cases about public transport including complaints about:

- service delivery, such as cancellations and reliability
- Metcard and myki ticketing issues, for example tickets, cards, accounts and ticket machines
- infrastructure and vehicles
- the use of land and premises
- the conduct of authorised officers, employees, agents or contractors.

### How do I lodge my case with the Public Transport Ombudsman?

The Public Transport Ombudsman provides a free service and can receive cases online, via email, telephone, fax or mail. See the directory on the next page for contact details. Ombudsman officers are available to help you.

## Public transport feedback directory

### Feedback about metropolitan trains:

Metro Customer Feedback  
Online: [metrotrains.com.au](http://metrotrains.com.au)  
Phone: MY METRO (1800 69 63876) (6am – midnight daily)

### Feedback about trams:

Yarra Trams Customer Feedback  
Online: [yarratrams.com.au](http://yarratrams.com.au)  
Phone: 1800 800 166 (6am – midnight daily)  
Mail: GPO Box 5231, Melbourne VIC 3001

### Feedback about V/Line regional trains and coaches:

V/Line Customer Relations  
Online: [vline.com.au](http://vline.com.au)  
Phone: 1800 800 120 (6am – midnight daily)  
Mail: Reply Paid 5343, Melbourne VIC 3001

### Feedback about metropolitan buses:

Contact the relevant bus operator.  
Visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call 131 638 for bus operator details.

If you are unsure of who the operator is, contact Metlink with your feedback. Metlink can forward the feedback case to the relevant operator, however for the quickest response, contact the operator directly.

### Feedback about regional buses:

Contact the relevant bus operator.  
Visit [viclink.com.au](http://viclink.com.au) or call 136 196 for bus operator details.

If you are unsure of who the operator is, contact Viclink with your feedback. Viclink can forward the feedback case to the relevant operator, however for the quickest response, contact the operator directly.

### Feedback about Metcard ticket machines and faulty Metcards:

Metcard Helpline  
Phone: 1800 652 313

### Feedback about myki and myki equipment:

Transport Ticketing Authority  
Online: [myki.com.au](http://myki.com.au)  
Phone: 13 6954 (13 myki) (6am – 10pm daily)  
Mail: GPO Box 4318, Melbourne VIC 3001