

## COMPLAINTS/COMPLIMENTS MANAGING PROCEDURES

### Serious matters AND Serious crime

We work closely with CPVV and other government agencies such as the Victoria Police. If a serious crime has occurred, you should contact Victoria Police in the first instance. In the event of an emergency, contact Victoria Police on 000.

If a complaint is made that relates to a serious crime, generally the Victoria Police will lead the investigation. You may also choose to report the matter to us, so that we are aware of the incident.

Some examples of issues which should first be reported to the Victoria Police include:

- assault (including sexual assault)
- theft
- drink driving or drug use
- road rage

### Civil matters

Although we can provide general advice you on the best course of action to take, we cannot resolve civil disputes or compensate customers for lost money or property.

### Taxi Guru Melbourne/ It's Drivers/ Its's Vehicles/ It's services

Here are the following matters referred to us in the first instance

- Disputes relating to a fare/fees/being overcharges
- Not satisfying to the level of services by drivers
- Has concern about vehicle safety/drive safe including cleaning
- Or any other improvements matter

### How to make a complaint

Please our website [www.taxiguru.org.au](http://www.taxiguru.org.au) for more information and contacts details.

To lodge a complaint, there are few options available email us to [info@taxiguru.org.au](mailto:info@taxiguru.org.au) or call us on 0424573717 or send us SMS (complaints) to 0424573717 and we will get back to you as fast as possible.

### What happens when you make a formal complaint

1. Your complaint will be acknowledged promptly.
2. Your complaint will be investigated to identify the industry participant or entity concerned.
3. We will take the most appropriate disciplinary action in relation to your complaint. This will be based on the information you provide us and the information we collect as part of our

investigation. We will contact you if further information is required.

4. If you are unhappy with the outcome of this process, or experience an undue delay in our response, you can ask for your complaint to be re-examined by the Manager of Taxi Guru Melbourne.

5. At the end of this process, you may wish to contact Ombudsman Victoria if you are dissatisfied with the way that Taxi Guru Melbourne has managed your complaint.

(Note: In the first instance, we encourage you to make any service related complaints known to Taxi Guru Melbourne. It is important to request reference number for your complaint and provide them with as much information about your concerns).

Should you feel that your complaint has not been managed correctly, you may choose to make an approach to the CPVV to review the complaints.

The types of complaints that we may refer to the BSP or owner to resolve include: failure to attend a booking, lateness and booking services, fare discrepancies, driver behaviour.

### **How to make a compliment**

Please our website [www.taxiguru.org.au](http://www.taxiguru.org.au) for more information and contacts details.

To lodge a complaint, there are few options available email us to [info@taxiguru.org.au](mailto:info@taxiguru.org.au) or call us on 0424573717 or send us SMS (compliments) to 0424573717 and we will get back to you as soon as possible.

### **What happens when you make a compliment**

1. Your compliments will be acknowledged promptly.
2. Based on your compliments, we will send a "Thank You" and "Well-Done" email to the person.
3. As well as to other drivers to encourage such services.
4. Your details are protected and we will not share any of your details without your permission.



[www.taxiguru.org.au](http://www.taxiguru.org.au)

## COMPLAINTS/COMPLIMENTS FORM

REPORTED DATE AND TIME

REPORTED LOCATION

REPORTED BY DRIVER	NAME	MOBILE	EMAIL	DC NUMBER	TAXI REGO

REPORTED BY PASSENGER	NAME	MOBILE	EMAIL	DRIVER ID	TAXI REGO

REPORTING MATTERS EXPLANATION  
including time, date, location, receipt, image  
and if any other additional documents  
including details of witness.

PERSON IN-CHARGE FOR THIS MATTER on behalf of taxi guru melbourne	Nurul B Polash <a href="http://www.taxiguru.org.au">www.taxiguru.org.au</a>
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REVIEW DATE AND TIME
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EXPLANATION AND CONCLUSION  
THIS MATTER, SIGN DATE