

Taxi Industry Customer Charter

Insert name of Network, Operator or Owner (optional):
Contact Details (optional):

Every taxi passenger has an expectation of a safe, pleasant and reliable journey. This Customer Charter outlines the service you can expect to receive when travelling in a taxi in Victoria.

1. Your Safety

Your safety is a priority. taxi drivers will provide you with a safe and comfortable journey. Your taxi will be clean and well maintained and they will drive carefully obeying all road and traffic laws.

2. Your Service

Providing good, consistent customer service is important. All taxi drivers are determined to provide you with a high level of service that is professional, courteous and responsive.

3. Your Accessibility

Improving taxi travel for people with mobility issues is a major focus of the industry. passengers with a wheelchair, assistance animals (or with other needs) will be treated with respect and provided with professional, safe, reliable and comfortable transport.

4. Your Shared Responsibilities

Unsafe or inappropriate behaviour by you or your taxi driver is unacceptable. This conduct may put either of you at risk and could offend, harm or result in the matter being reported to police or other actions being taken.

5. Your Feedback

Feedback about your taxi experience allows the taxi industry to continuously improve its services and the standards of its drivers. Your feedback can recognise good service or help to ensure that drivers meet their obligations as well as your general expectations.

Always get an electronic receipt – it's a record of your fare and travel and will help if you've lost property, or wish to provide feedback.

To provide feedback please contact the taxi company above (if shown) or via the website or advertised telephone number of the taxi service you used.

Information on your consumer rights can be obtained from the Taxi Services Commission website at taxi.vic.gov.au/your-consumer-rights or from Consumer Affairs Victoria via consumer.vic.gov.au