

COMPLAINT AND FEEDBACK - COMMERCIAL PASSENGER VEHICLES VICTORIA

(*) PLEASE USE BLOCK LETTERS ONLY

Your details

*Title: *First name

*Surname:

*Address:

Postcode:

*Telephone No:

*Email:

Please read before continuing

Commercial Passenger Vehicles Victoria (CPVV) can receive and take action in respect of a complaint, including where a booking service provider has failed to properly manage that complaint. Complaints relevant to providing a commercial passenger vehicle service may involve

- Safety related matters, such as unsafe vehicles, injuries or serious improper conduct;
- Unaccredited, unlicensed or illegal industry participants (such as drivers and booking service providers); and fraud involving the Multi Purpose Taxi Program (MPTP).

For all complaints related to booked services, we recommend that (where possible) you first contact the booking service provider to allow them an opportunity to resolve your complaint.

Part A - Select an industry type

Commercial Passenger Vehicle Industry Driving Instructors MPTP

Part B - Classification of complaint

- 1) Does your complaint relate to a booking service provider failing to satisfactorily manage your complaint? Yes No
- 2) Does your complaint relate to serious improper conduct or an injury involving a commercial passenger vehicle? Yes No
- 3) Does your complaint relate to disability/accessible services or the MPTP? Yes No
- 4) Does your complaint relate to an unsafe vehicle, unaccredited driver or unlicensed vehicle? Yes No
- 5) Does your complaint relate to fraud or excessive surcharges? Yes No
- 6) Does your complaint relate to another matter? Yes No

Part C - Tell us more

Was the service:

Booked using an app or phone Hailed / Taken from a taxi-rank

If the service was booked, which booking service provider did you use?

If the service was booked, please provide any trip reference number and/or complaint reference number that the booking service provider has given you.

Incident date Incident time Pick up address / location of incident

Do you have the driver accreditation number?

Do you have the vehicle registration number?

What Resolution are you seeking?

Part D – Complaint

Please provide as much information as possible. If your complaint is related to an incident involving a commercial passenger vehicle, please provide the names of the parties involved, conversations that took place and any relevant photographs that were taken. You may attach additional pages if required.

Part E – Consent to release information and Declaration – *

CPVV may need to release your personal information and details of your complaint to third parties in order to conduct a proper investigation. For more information about the circumstances in which this information will be released, please ensure you read the 'Information Collection Notice' on the back of this form before completing this section.

If you booked the service through a booking service provider, we may refer the complaint to them at first instance if we consider they are in a better position to investigate and resolve it.

- a) Do you consent to CPVV releasing your personal information and details of your complaint (including this form) to the booking service provider and other applicable third parties (excluding the owner and driver of the vehicle)? Yes No

If you did not book the services through a booking service provider, **the owner of the vehicle** may need to be provided your personal information and details of your complaint, **even if they were also the driver and directly involved in the incident prompting your complaint.**

- b) Do you consent to CPVV releasing your personal information as required and details of your complaint to the owner of the vehicle (even if they are also the driver)? Yes No

Declaration

I declare that the information contained in this report is true and correct to the best of my knowledge.

PLEASE NOTE that it is an offence to intentionally or recklessly provide false or misleading information to CPV Victoria

Signed

Date

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INFORMATION COLLECTION NOTICE – PRIVACY AND DATA PROTECTION ACT 2014

Commercial Passenger Vehicles Victoria (CPVV) may require you to provide information about you including personal information and sensitive information as defined in the *Privacy and Data Protection Act 2014 (Vic)* and 'health information' as defined in the *Health Records Act 2001 (Vic) (Information)*. The Information is required under the *Commercial Passenger Vehicle Industry Act 2017 (Vic)* and *Transport (Compliance and Miscellaneous) Act 1983 (Vic) (the Acts)*. The Information will be used for CPVV functions and activities under those Acts, including considering and investigating your complaint. If it is not provided, CPVV may not be able to properly consider or investigate your complaint. The Information may also be used for other purposes under the Acts such as for CPVV's lawful regulatory purposes, including the prevention, detection, investigation, prosecution or punishment of criminal offences or misconduct.

CPVV usually discloses the Information to related transport bodies or associations and government agencies such as the Australian Criminal Intelligence Commission, Attorney General's Office, Victoria Police, other law enforcement agencies, VicRoads, CPPV's medical panel, Consumer Affairs Victoria, the Victorian Equal Opportunity and Human Rights Commission and any other government agency or other persons whose activities are relevant to CPVV's functions under the Acts. They may also include booking service providers, vehicle owners and drivers that are related to complaints. The disclosure is for the purposes of the statutory functions of either CPVV or these government agencies or other bodies or persons. CPVV will also disclose the Information whenever required to do so by law, for example in order to comply with an order of a Court or Tribunal.

You may be contacted by CPVV if we require further Information in relation to the complaint, including about whether you are satisfied with how it was handled or resolved.

You may gain access to the Information by contacting or writing to CPVV at privacy@taxi.vic.gov.au, to the Privacy Officer, Commercial Passenger Vehicles Victoria, GPO Box 1716, MELBOURNE, VIC, 3001 or by telephoning 1800 638 802 (toll-free for fixed landlines only). Visit www.cpvvictoria.vic.gov.au to view CPVV's Privacy Policy. Alternatively, you may ask CPVV for a copy of the Privacy Policy at any time or request that a copy of the Privacy Policy be sent to you.

Additionally, the gathering and handling of information generally by CPVV is provided for within Part 13 of the Act.