



Reporting fare complaints to the Industry Portal

FACT SHEET

pointtopoint.nsw.gov.au



Reporting fare complaints to the Industry Portal

The Point to Point Transport Commissioner's 24-hour Taxi Fare Hotline was established, with the taxi industry, for passengers to provide feedback and complaints related to taxi fares in rank and hail passenger services, such as drivers failing to use the meter and refusing fares unless the passenger agrees to a fixed fare and overcharging.

This fact sheet will assist taxi service providers report outcomes from fare-related complaints made to the Taxi Fare Hotline including the actions taken, feedback provided to the complainant, and the outcomes of any investigation into the Industry portal.

You must report to the Commissioner weekly, via the Industry Portal, how the complaint was addressed as well as the outcome.

How to view complaints lodged?

If a complaint has been received through the Taxi Fare Hotline, you will be notified by the Commission via email. You should then:

1. Login to the Industry portal
2. Click on 'Account'
3. Click on 'Activities' located on the left hand side of the page
4. Click on 'Requests'. You will then be able to view a list of complaints

The screenshot shows the Point to Point Transport Commissioner website. The 'Account' menu item is highlighted with a red box. In the 'Activities' section, the 'Requests' tab is also highlighted with a red box. Below the tabs, a table lists several 'ICC Escalation' requests.

#	REQUEST	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0112541	ICC Escalation		New		Rajeev Suluvai		
C-0112540	ICC Escalation		New		Rajeev Suluvai		
C-0112539	ICC Escalation		New		Kashyap Murthy		
C-0103830	ICC Escalation		New		Service Now Integrat...		

The screenshot shows the 'ICC Escalation' details page. The form contains the following information:

Case Number	Contact Name	Account	Application Type
C-0112541	Steve STEVIS	Combined Communications Network P...	ICC Escalation

Complaint Details

Customer Name	John Citizen	Customer Phone Number	0411 111 111
Customer Email Address	testtaxis@yopmail.com	Vehicle Registration Number	T123
Driver Identification Number	123456	Service Provider	Test Taxis
Location of Incident	123 George Street, Sydney 2000	Pick-up Location	Sydney Domestic Airport
Drop-off Location	123 George Street, Sydney 2000	Date of trip	2022-11-30

5. Find and click on your case number to view the complaint details
6. Enter all details required including the details of steps taken to respond to the complaint and the outcome of your investigation
7. Once you have completed all required information click 'submit and close'
8. Repeat steps for all cases that have been investigated

Service Provider entered details

* Complaint ID <input type="text" value="123"/>	* Date received <input type="text" value="30/11/2022"/>
* Date completed <input type="text" value="01/12/2022"/>	* Driver Name <input type="text" value="John Smith"/>
* Driver Id <input type="text" value="123"/>	* Was the driver interviewed <input type="text" value="Yes"/>
* Summary of key steps taken <input type="text" value="Driver was interviewed and confirmed passengers complaint. Driver was provi"/>	* Date complainant notified of steps taken <input type="text" value="01/12/2022"/>
* Outcome <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> Passenger was contacted for full account of event and advised matter will be investigated. Passenger was contacted and was offered a refund. Passenger was satisfied with outcome. </div>	

Frequently asked questions

Who needs to report information into the Industry Portal about fare related complaints?

Taxi service providers in the Sydney metropolitan area who have been notified via email that a complaint from a passenger has been provided through the Taxi Fare Hotline.

When do I need to report the information?

You should contact the complainant in a timely manner to inform them the complaint has been received and it is being actioned. The outcome to the complaint should be finalised within ten business days. The complainant should be advised of the outcome.

You will need to do this for each complaint you receive.

Who can I contact if I have any problems reporting information?

You can call the Industry Contact Centre on 131 727, Monday to Friday, between 8am – 5pm

What happens once I have reported the details into the Industry Portal?

The Commission will review the reported details and decide if further investigation is required. If no further investigation is required, the case will be closed.

What happens if the Commission isn't satisfied with the response or outcome?

The Commission will advise you that the investigation or outcome is not sufficient and that further information or actions are required before the case can be closed.

What happens if I don't report the required information to the Industry Portal?

If you have not provided the required information within ten business days, the Commission will follow up with you.

If you have any questions or need further information, please visit the Point to Point Transport Commissioner's website pointtopoint.nsw.gov.au or call the Industry Contact Centre on 131 727.