



Reporting fare complaints to the Industry Portal

The Point to Point Transport Commissioner's 24-hour Taxi Fare Hotline was established 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 lodged through the Taxi Fare Hotline, the Commission will notify you via email. Follow these steps to review and respond:

1. Log in to the Industry Portal.
2. Navigate to 'Account' (see Figure A).
3. Select 'Activities' from the menu on the left-hand side (see Figure A).
4. Click the 'Customer Complaints' tab in the centre of the page to view the list of complaints (see Figure A).
5. Locate and click on the relevant case number to access complaint details (see Figure A).
6. Enter all required details, including the steps taken to address the complaint and the outcome of your investigation.
7. Once complete, click 'Submit'.
8. Repeat these steps for all investigated cases.
9. After submitting a case, use the toggle button to switch between viewing 'open' and 'closed' cases (see Figure B).

(Figure A)

The screenshot shows the 'Point to Point' Transport Commissioner interface. The top navigation bar includes 'Home', 'Account' (highlighted with a red box), 'DVD', 'Levy', 'Help', and 'Gary ORIORDAN'. The left sidebar contains 'Activities' (highlighted with a red box), 'Account', 'Contacts', 'Authorisations', 'Payments', and 'Help'. The main content area shows 'CUSTOMER NUMBER - 607959 P2P Operations Test Account'. Below this, there are tabs for 'Notifiable Occurrences', 'Requests', 'Notices', 'Taxi Plate Letters', and 'Customer Complaints' (highlighted with a red box). An 'Export' button is also present. A table of complaints is displayed with the following columns: CASE NUMBER ↑, TYPE ↑, STATUS ↑, DATE LODGED ↓, PLATE NUMBER ↑, LOCATION ↓, and DATE OF INCIDENT ↑. The table contains two rows of data:

CASE NUMBER ↑	TYPE ↑	STATUS ↑	DATE LODGED ↓	PLATE NUMBER ↑	LOCATION ↓	DATE OF INCIDENT ↑
C-0185628	Fares	New	13/09/2024			
C-0185515	Fares		20/08/2024		Sydney Airport	13/08/2024

(Figure B)

The screenshot shows the same interface as Figure A, but with the 'Show closed Cases' toggle button highlighted with a red box. The toggle is currently set to 'Active' (indicated by a blue checkmark). The table of complaints is partially visible below the toggle.

CASE NUMBER ↑	TYPE ↑	STATUS ↑	DATE LODGED ↑	PLATE NUMBER ↑	LOCATION ↑	DATE OF INCIDENT ↑
C-0185628	Fares	Closed	16/09/2024	A00107	1935 George Street Sydney	13/09/2024

Frequently Asked Questions

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

Taxi service providers in NSW who have been notified via email that a passenger complaint has been lodged through the Taxi Fare Hotline.

When do I need to report the information?

You should contact the complainant within five business days to confirm receipt of the complaint and inform them that action is being taken. The outcome of the complaint should be finalised within ten business days, and the complainant should be notified of the outcome.

This process should be followed 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.

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

The Commission will review the reported details and determine if further investigation is needed. 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 inform you that the investigation or outcome is insufficient and that additional 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 do not provide the required information within ten business days, the Commission will follow up with you.

Further education

Related resources are available from the [Learning centre](#) and the following links:

- [The Act and Regulation](#)
- [Displaying Taxi Fare Hotline stickers fact sheet](#)

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.