

# Reporting of WAV complaints

## Quick guide

pointtopoint.nsw.gov.au

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Wheelchair Accessible Taxis and Hire Vehicles (WAVs) provide vital point to point passenger services for people travelling in wheelchairs.

To support WAV safety, service providers and drivers must comply with the standards set out in the [Point to Point Transport \(Taxis and Hire Vehicles\) Regulation 2017](#). Significant penalties apply to those who do not comply with WAV safety standards (up to \$27,500 for bodies corporate and \$5500 for individuals).

The Point to Point Transport Commissioner (Commissioner) provides an additional support to WAV safety through the WAV complaint process. Service providers must report all WAV complaints via the Industry Portal as soon as they are received. Service providers must also report the actions they took in response to the report and how the complaint was resolved.

Complaints may relate to trip refusal, refusal to accept a Taxi Transport Subsidy Scheme (TTSS) payment, overcharging, loading, securing or unloading the wheelchair and/or passenger, or driver behaviour.

Service providers can receive complaints in two ways:

- A. directly
- B. via the Commissioner's Industry Contact Centre.

### **A. Handling complaints reported directly to you, the service provider**

You must:

- investigate and resolve the matter as soon as possible
- complete a 'WAV complaint' reporting form in the Industry Portal
- provide regular updates about your progress to the complainant.

### **B. Handling complaints received via the Commissioner's Industry Contact Centre**

When someone makes a WAV complaint to the Commissioner, you will be sent an email with details of the complaint. You must then:

- contact the complainant and confirm you have received the complaint
- investigate and resolve the matter as soon as possible
- complete a 'WAV complaint' reporting form in the Industry Portal
- provide regular updates about your progress to the complainant.

For help in completing the 'WAV complaint' reporting form, refer to the following step-by-step guide.

1. Log in to the [Industry Portal](#).
2. Go to 'Activities' and click on the 'WAV Complaint' tab.

The screenshot shows the 'Point to Point' Transport Commissioner portal. The left sidebar has 'Activities' highlighted. The main area shows a user profile for 'John SMITH' with a 'WAV Complaint' button highlighted in a red box. Below the profile are tabs for 'Notifiable Occurrences', 'Requests', 'Notices', 'Taxi Plate Letters', and 'Customer Complaints'. A table header is visible with columns: CASE NUMBER, STATUS, CATEGORY, OCCURRENCE DATE/TIME, OCCURRENCE LOCATION, LAST UPDATED BY, UPDATED AT, EDIT, and CANCEL.

3. The 'WAV Complaints' reporting form will open.

The screenshot shows the 'Wheelchair Accessible Vehicle Complaints' form. At the top, it says 'Wheelchair Accessible Vehicle Complaints'. Below this is a header section with fields for Case Number, Contact Name (John SMITH), Account Name (John SMITH), and Complaint Type (WAV Complaint). The main section is titled 'Complaint details' and contains several input fields: Service provider complaint number, Complainant Name, Complainant Phone Number, Complainant Email Address, Passenger's name (if different to complainant), and Reason for Complaint (a dropdown menu with '--- Select ---').

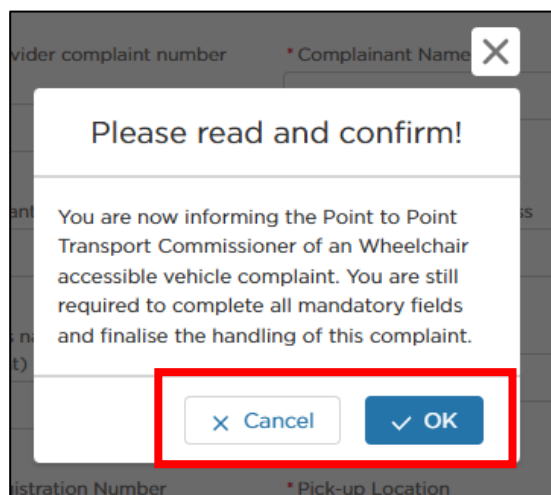
You should start filling the form in as soon as you receive a WAV complaint as this will help you record all important information. Each time you enter information, you will be able to save the updated form. When the investigation is complete and the matter is resolved, you can finalise and submit the form.

4. To save information in a form that is not yet ready to submit:

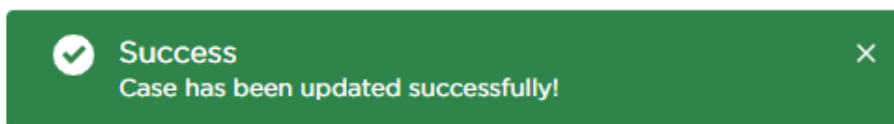
- a. Make sure at least one of the fields in the form marked with a red asterisk (\*) is blank. These fields are mandatory fields, and a form cannot be finalised and submitted while one of them is empty.
- b. Click 'Save'.



- c. The following screen will display.



If you click 'OK', the data you entered will be saved and the form will close. A confirmation message will then display.



If you click 'Cancel', you will return to the form and you will be able to edit it.

5. To open a partly completed form and add more information to it:

- a. Go to the 'Customer Complaints' tab which is part of the 'Activities' screen.

The screenshot shows the 'Activities' screen with the 'Customer Complaints' tab selected. The 'Show closed Cases' toggle is set to 'Inactive'.

CASE NUMBER ↑	TYPE ↑	STATUS ↑	DATE LODGED ↑	PLATE NUMBER ↑	LOCATION ↑	DATE OF INCIDENT ↑
C-0187711	WAV Complaint	In Progress				

- b. Check that the 'Show closed Cases' toggle is switched to 'Inactive'.

Select the relevant form by clicking on its 'Case number'.

CASE NUMBER ↑	TYPE ↑	STATUS ↑
C-0187711	WAV Complaint	In Progress

- c. Enter the new information.

If the form is still not ready to submit but you want to save the information in it, repeat Step 4 above.

If the form is complete and ready to submit, go to Step 6 below.

**Note:** The question 'Was this a rank and hail hiring?' will be displayed if you are a taxi service provider.

The screenshot shows the complaint form with the 'Was this a rank and hail hiring?' dropdown menu highlighted.

* Complainant Phone Number	Complainant Email Address
<input type="text"/>	<input type="text"/>
Passenger's name (if different to complainant)	* Was this a rank and hail hiring?
<input type="text"/>	--- Select ---
* Reason for Complaint	Vehicle Registration Number
<input type="text"/>	<input type="text"/>

**Note:** You can select more than one response when answering the question: ‘How was the complaint resolved?’

**Outcome**

\* Was the driver interviewed? --- Select ---

\* Date Completed Calendar icon

\* How was the complaint resolved? (Select all that apply)

☒ Driver warned

☒ Refunded or credited

☒ Driver training provided

\* Date of refund Calendar icon

**Note:** You can upload documents if necessary, but this is not a requirement.

**Upload Document**

Please upload details of trips completed by the driver immediately before or after the time of the complaint. Supporting documents or photograph can also be uploaded here if required

Upload icon **Upload Files** Or drop files

**Note:** You will receive a reminder email if a form remains incomplete after 14 days. If you do not respond to this email by finalising the matter and submitting the completed form, a second reminder email will be sent 14 days after the first.

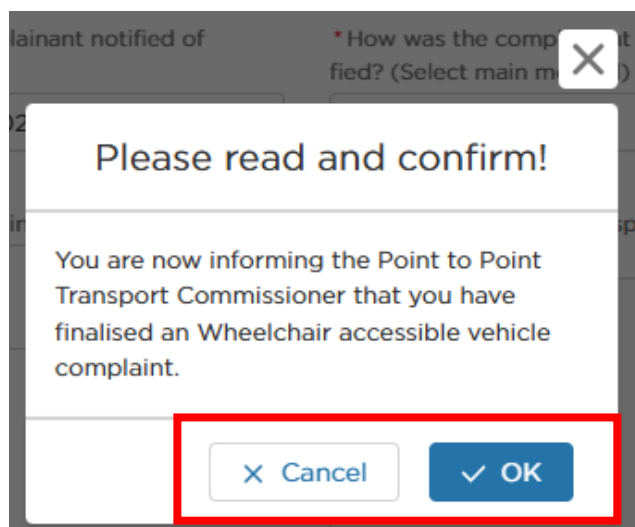
- When the investigation is complete and the complaint has been resolved, check that you have entered all necessary information (mandatory and other).

Remember that you will not be able to submit the form if a mandatory field, marked with a red asterisk (\*), is blank.

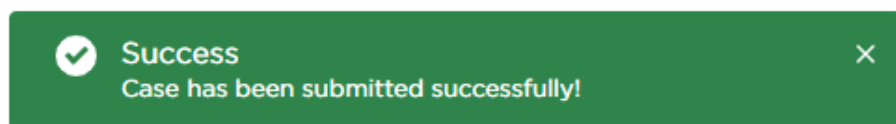
If the form is ready to submit, click ‘Save’.

Close Save

7. The following screen will display.



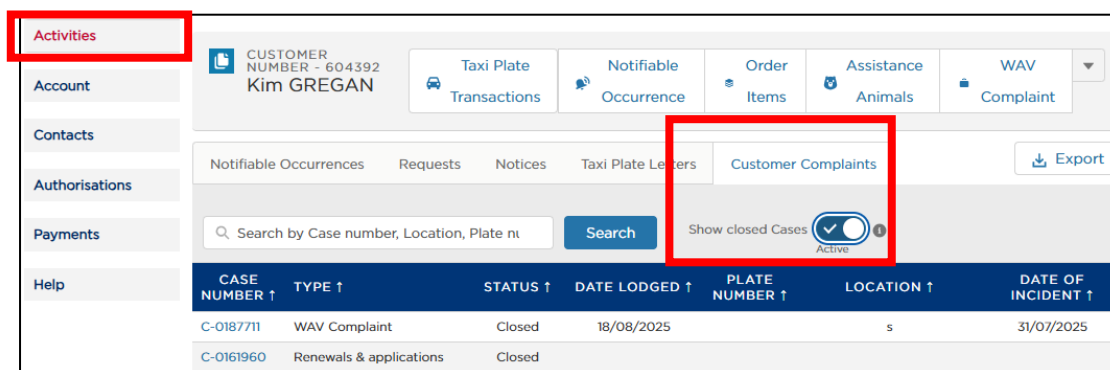
If you click 'OK', the form will close and a confirmation message will display.



If you click 'Cancel', you will return to the form and you will be able to edit it.

8. To view a form that you have submitted:

- a. Go to the 'Customer Complaints' tab which is part of the 'Activities' screen, and switch the 'Show closed Cases' toggle from 'Inactive' to 'Active'.



9. If you want to make any changes to a form that has been submitted, call the Industry Contact Centre on 131 727 between 8am and 5pm, Monday to Friday.

## After Reporting

The Commissioner will review your report of the complaint and its resolution to determine if further investigation or action is needed.

If the Commissioner requires further investigation or action from you, the case will be 'reopened' as shown below. You should prioritise your response to the reopening.

The screenshot shows the WAV Complaints system interface. On the left is a sidebar with navigation links: Activities, Account, Contacts, Authorisations, Payments, and Help. The main area displays the customer profile for Kim GREGAN (Customer Number 604392). Below this are tabs for Notifiable Occurrences, Requests, Notices, Taxi Plate Letters, and Customer Complaints. A search bar is present with the text 'Search by Case number, Location, Plate numl' and a 'Search' button. A toggle for 'Show closed Cases' is set to 'Inactive'. Below the search bar is a table with the following columns: CASE NUMBER ↑, TYPE ↑, STATUS ↑, DATE LODGED ↑, PLATE NUMBER ↑, LOCATION ↑, and DATE OF INCIDENT ↑. The table contains one row with the following data: C-0187711, WAV Complaint, Reopened (highlighted with a red box), 18/08/2025, and 31/07/2025.

CASE NUMBER ↑	TYPE ↑	STATUS ↑	DATE LODGED ↑	PLATE NUMBER ↑	LOCATION ↑	DATE OF INCIDENT ↑
C-0187711	WAV Complaint	Reopened	18/08/2025			31/07/2025

## Reminder

Failure to report the results of your investigation and/or resolution of a WAV complaint may result in follow-up action by the Commissioner.

## Further information

Related resources are available in the [Learning Centre](#) on our website and through the following links:

- [Point to Point Transport Act and Regulation](#)
- [Wheelchair Accessible Vehicles Safety Toolkit](#)

If you have any questions, please visit [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on **131 727**.