

## **CUSTOMER SERVICE CHARTER**

Busabout is committed to providing, reliable, safe and efficient bus services to satisfy the requirements of our customers.

Our aim is to provide quality, on time, bus services. We regularly monitor the performance of our drivers to ensure buses do not operate earlier than the scheduled time.

### **Customers with Disabilities:**

Once the new integrated network is introduced, all timetables will display the availability of these services. In the meantime, timetables on our website have been updated to show wheelchair accessible services. Also, if any timetables require reprints, then those timetables are amended to display wheelchair accessible services. Our website allows customers with disabilities to access timetable information with large style fonts and provide customer feedback.

### **Customer Complaints:**

Where possible we will:

- respond professionally and courteously to verbal and written requests for information
- within three working days acknowledge complaints received and provide feedback either verbally or in writing.

### **Customer Feedback:**

- Customers can provide feedback regarding our services via the feedback form on our website and or by contacting our depot by phone or by email.

Changes to bus services will be provided by:

- updating the information available on 131500 – Transport Info Line.
- advertising any changes made to our services in community newspapers and our websites.

How to contact us for either Timetable information or Customer Complaints:

- Contact The Transport Information Line on 131500 or visiting their website at [www.transportnsw.info](http://www.transportnsw.info)
- OR Contact our depot at 9607-0004 and/ or website [www.busabout.com.au](http://www.busabout.com.au) or by email – [busabout@bigpond.com.au](mailto:busabout@bigpond.com.au)