THE CAPTAIN TAXIS

Your Journey Our Passion!

Complaints Handling Procedure

VERSION: NOVEMBER 2026

The Captain Taxis Pty Ltd

1800 222 724 | 02 8046 6989

office.tct26@gmail.com

thecaptaintaxis.com.au

Level 35, One International Towers, 100 Barangaroo Avenue, Sydney NSW 2000

ABN 68 679 554 539 · TSP-448041 · BSP-448042

COMPLAINTS HANDLING PROCEDURE

The Captain Taxis Pty Ltd
Version: November 2026

Document Title	Complaints Handling Procedure
Issued By	The Captain Taxis Pty Ltd (ABN 68 679 554 539)
Version	November 2026
Status	Approved for publication
Applies To	All customers, drivers, staff and contractors of The Captain Taxis Pty Ltd
Owner	Management – The Captain Taxis Pty Ltd
Review Frequency	Annually or following any significant incident, complaint trend or legislative change

1. Purpose

The Captain Taxis Pty Ltd values every complaint as an opportunity to improve. This procedure explains how anyone can raise a complaint, how we investigate it, and how long each stage should take. It is designed to be fair, free, confidential and easy to use.

2. Scope

This procedure covers complaints about drivers, vehicles, fares and overcharging, bookings and dispatch, accessibility, safety, privacy and customer service. Lost property is handled through our separate Lost Property process.

3. Our Principles

- **Accessible:** complaints can be made by phone, email, online form, post or in person, free of charge.
- **Fair:** every complaint is assessed objectively, and drivers are given the opportunity to respond.
- **Confidential:** personal details are used only to investigate the complaint.
- **Timely:** we acknowledge, investigate and respond within the timeframes in Section 6.
- **No retaliation:** no one will be disadvantaged for making a complaint in good faith.

LOCATION
Level 35, One International Towers,
100 Barangaroo Avenue,
Sydney NSW 2000

EMAIL
office.tct26@gmail.com

WEBSITE
thecaptaintaxis.com.au

PHONE
1800 222 724
02 8046 6989

4. How to Make a Complaint

Channel	Details
Phone (24/7)	1800 222 724
Office	02 8046 6989
Email	office.tct26@gmail.com
Online	thecaptaintaxis.com.au/feedback · thecaptaintaxis.com.au/contact
Post	Level 35, One International Towers, 100 Barangaroo Avenue, Sydney NSW 2000

To help us investigate quickly, please provide where possible:

- Your name and preferred contact details
- Date and time of the trip
- Pickup and drop-off locations
- Vehicle plate, taxi number or driver number
- Fare charged and payment method
- A description of what happened and the outcome you are seeking

5. The Complaints Process

Stage	What Happens
1. Receive and record	Your complaint is logged in our complaints register with a reference number.
2. Acknowledge	We confirm receipt and tell you who is handling your complaint.
3. Assess	We assess urgency. Safety, assault or discrimination complaints are escalated to Management immediately.
4. Investigate	We review trip and payment records, GPS data, camera footage where available, and obtain the driver's response.
5. Resolve and respond	We tell you the outcome, the reasons and any remedy, such as an apology, refund or fare adjustment.
6. Close and learn	The complaint is closed, recorded and reviewed for trends and corrective actions.

6. Response Times

Stage	Target Timeframe
Safety-critical complaints	Escalated to Management on the same day
Acknowledgement	Within 2 business days
Fare disputes and overcharges	Resolved within 5 business days
Standard complaints	Resolved within 10 business days
Complex complaints	Within 30 days, with progress updates at least every 10 business days

7. Fare Disputes and Overcharges

Fares are calculated on the regulated NSW taxi meter. Where a fare is found to be incorrect, the overcharged amount will be refunded to the original payment method or by agreed arrangement. Drivers found to have deliberately overcharged will face disciplinary action under our Customer Service Code of Conduct.

8. Outcomes and Driver Accountability

- Apology, explanation or service recovery for the customer
- Refund, credit or fare adjustment where appropriate
- Driver counselling, retraining, written warning, suspension or termination of affiliation
- Changes to procedures, training or technology to prevent recurrence
- Referral to NSW Police or the Point to Point Transport Commissioner where required by law

9. Internal Review

If you are not satisfied with the outcome, you may request an internal review within 30 days. The review will be conducted by a senior manager who was not involved in the original decision, and a response will be provided within 10 business days.

10. External Options

If your complaint remains unresolved, you may contact:

LOCATION
Level 35, One International Towers,
100 Barangaroo Avenue,
Sydney NSW 2000

EMAIL
office.tct26@gmail.com

WEBSITE
thecaptaintaxis.com.au

PHONE
1800 222 724
02 8046 6989

Agency	Matters Handled
Point to Point Transport Commissioner	Taxi safety and service standards · pointtopoint.nsw.gov.au · 131 727
NSW Fair Trading	Consumer rights and unresolved consumer complaints · fairtrading.nsw.gov.au · 13 32 20
Office of the Australian Information Commissioner	Privacy complaints · oaic.gov.au · 1300 363 992
Anti-Discrimination NSW	Discrimination complaints · antidiscrimination.nsw.gov.au

11. Records and Continuous Improvement

All complaints are recorded in the complaints register and retained for at least 2 years. Management reviews complaint data monthly to identify trends, and findings feed into driver training, the Safety Management System and service improvements.

> **For emergencies or any immediate threat to safety, call 000 first, then notify The Captain Taxis on 1800 222 724.**

LOCATION
Level 35, One International Towers,
100 Barangaroo Avenue,
Sydney NSW 2000

EMAIL
office.tct26@gmail.com

WEBSITE
thecaptaintaxis.com.au

PHONE
1800 222 724
02 8046 6989