

Can't get your
public transport
problem fixed?
We're here to help.



Public Transport
Ombudsman

How to complain about a public transport problem

Contact the public transport operator first.

Give them a chance to fix your problem. Call Transport Victoria on 1800 800 007 for complaints about public transport services or Victoria's Big Build on 1800 105 105 for complaints about infrastructure projects. Alternatively, you can submit a complaint through their websites.

If you're not happy with their response you can complain to us.

Lodge your complaint with the Public Transport Ombudsman by calling 1800 466 865, emailing enquiries@ptovic.com.au or through our website at ptovic.com.au.

How we help with complaints

Our role is to make sure complaints get a fair hearing, and fair outcomes are reached. We'll take the time to understand your problem and the outcome you're looking for. Then we'll work with you, and the public transport operator, to resolve your complaint fairly.

Complaints we can help you with

Public transport complaints we can help you with include complaints about:

- Late, cancelled or over-crowded train, tram and bus services
- Myki or other ticketing problems
- The accessibility of public transport vehicles, facilities, information or customer support services
- Noise and other impacts from public transport-related activities, including major infrastructure projects
- Public transport fines, if you've applied for an internal review that was unsuccessful
- Authorised Officers
- Public transport staff, such as drivers, station attendants and customer service staff
- Public transport information, such as timetables or service disruption advice
- The safety or cleanliness of vehicles, stations and stops.

Not sure if we can help with your complaint?

Get in touch — if we can't help, we'll point you in the right direction.

Your complaint can make a difference

We capture feedback from every complaint we receive to help us identify and investigate public transport issues that are systemic. Systemic issues are problems that affect multiple people, or specific groups of people.

Our systemic issues work helps make public transport better. We use insights from this work to help government, and public transport operators, improve public transport for the Victorian community.



Who we are

The Public Transport Ombudsman (PTO) provides a free, fair and independent complaint handling service to the Victorian community and helps make public transport better.

We help people who've been unable to solve a problem directly with a public transport operator or agency. This means organisations like Transport Victoria, V/Line, Metro Trains, Yarra Trams, bus companies, and the Suburban Rail Loop and Level Crossing Removal projects.

The PTO is independent from government and public transport operators. We work with government, the community and transport operators to understand people's public transport experiences and improve public transport for everyone.



How to contact us

We aim to make our complaint process as accessible as possible. You can lodge your complaint by phone, email, online form or mail — whatever works best for you.

You don't need to submit your complaint in writing. We'll communicate with you the way that suits you best (including with an interpreter, if you need one). You can also ask someone else to lodge a complaint for you.



Call us on 1800 466 865

from Monday to Friday, 9am to 5pm.

Want to talk in a language other than English? Call 131 450 for an interpreter (TIS National)

Deaf, hard of hearing or have speech difficulties? Connect with us through the NRS: relay.service.gov.au



Email us at:

enquiries@ptovic.com.au



Visit our website at:

ptovic.com.au



Write to us at:

Public Transport Ombudsman
PO Box 538
Collins Street West
MELBOURNE VIC 8007