

Get There DRT Pty Ltd Complaint Handling Policy

Get There DRT Pty Ltd ('GT') has developed a *Complaint Handling Policy and Procedure* to receive and manage complaints and feedback from stakeholders including customers, drivers, and industry participants. It demonstrates our commitment to accountability, transparency, and continuous improvement. Our process reflects the requirements of the *Commercial Passenger Vehicle Industry Regulations 2018* (Vic.), and follows the guiding principles established in the Australian Standard AS ISO 10002-2018 *Customer Satisfaction – Guidelines for Complaints Handling in Organisations*.

We value complaints and feedback (including enquiries, compliments, reports, suggestions or observations), as this assists us to continuously improve our services and performance. GT is committed to being consistent, fair, and impartial when handling complaints. We undertake to regularly review the quality of complaint handling, and to provide feedback to staff to continuously improve our Complaint Management Process.

The objective of this policy and procedure is to ensure that:

- stakeholders are aware of our complaint lodgement and handling processes;
- stakeholders and our staff understand the complaints handling process;
- complaints are considered on their merits and investigated impartially with a balanced view of all information or evidence; and
- reasonable steps are taken to actively protect personal information.

In this policy, a complaint is any written or verbal expression of dissatisfaction with GT.

If you are dissatisfied with a service provided by GT DRT, you should lodge a complaint with us in one of the following ways:

- email us at enquiries@gettheredrt.com.au
- write to us at Get There DRT Pty Ltd, Attn. Customer Service, PO Box 125, Port Melbourne, VIC 3207.

If you complain about a GT service provider or a member of our staff, we will investigate your complaint thoroughly by finding out the facts, speaking with the relevant people and verifying explanations where possible. We will:

- acknowledge and address your complaint as soon as possible;
- ensure all relevant complaints are investigated promptly by an authorised person;
- adhere to the *Privacy Act 1988* (C/W) when dealing with personal information;
- respect any request for confidentiality;
- ensure that any action required to adequately address the complaint is taken promptly; and
- maintain a record of all complaints, the action taken to resolve them, and their outcome.
- some issues will be dealt with urgently. These generally relate to imminent safety issues, emergency situations, and property damage.

If you are not satisfied with our response, you may escalate the complaint for further consideration.

We will also treat our service provider or staff member objectively, and:

- inform them of any complaint about their performance;
- provide them with an opportunity to explain the circumstances;

- provide them with appropriate support; and
- update them on the complaint investigation and the result.