ComfortDelGro Cabcharge Customer Service – Passenger Relations Charter

ComfortDelGro Cabcharge, through its associated bus operators including Hillsbus, Westbus and HunterValley Buses, aims to provide a reliable, safe and efficient service with professional staff and quality vehicles, in serving our community and supporting our customers travel needs.

We are committed to:

- The ComfortDelGro Cabcharge website (www.cdcbus.com.au) will provide up to date information on timetable route/school services, special event services and general information – company structure, fares, vacant positions and feedback.
- Responding quickly and courteously to verbal requests for information and providing prompt replies to all feedback. If we cannot answer your query immediately, or respond immediately to your requests, we will follow-up your query until you have been served to the best of our ability.
- Making sure your phone enquiries are directed to staff that can provide service information upon request. Staff will provide their names to allow you to contact them again if you want further information.
- Acknowledging all complaints and working to resolve customer feedback during the first point of contact. Where further investigation is required, a Customer Service Officer will provide a response within 10 working days.
- Recording all complaints, compliments or requests into the ComfortDelGro Cabcharge Customer Service database, whether received by telephone, in writing, either in letter form or email or from the Transport Info 131500. Feedback provided without contact details will be included in our Customer Service Database and included in issue management and service improvement programs.
- Informing our customers promptly of any planned changes to our services.
- Involving our passengers in the matters we are addressing to improve bus services and utilising customer/community feedback in improvement programs.
- Actively seeking feedback on our public programs through community seminars and workshops, onboard surveys and evaluation questionnaires.
- Informing our customers promptly of any changes to our services due to special events, major traffic disruptions and emergencies through the ComfortDelGro Cabcharge Customer Service Team, the company's website and the Transport Infoline 131500.
- Initiate quick responses to delayed services and ensuring urgent response actions are initiated for instances of missing people or children.
- Delivering upon our commitment to the standards of the Transport NSW Customer Commitment Charter.

COMFORTDELGRO CABCHARGE

131500.com.au Transport Info Information for people on the move

Customer Enquiries phone CDC (02) 8889 7000, online www.cdcbus.com.au or Transport Info 131 500