

ComfortDelGro Cabcharge Customer Service Charter

ComfortDelGro Cabcharge through its associated bus operators including Hillsbus, Westbus and HunterValley Buses aims to provide a reliable, punctual and efficient service with professional staff and quality vehicles, which exceeds the expectations of our customers. In serving our customers, we commit to:

- Responding quickly and courteously to verbal requests for information and providing prompt replies to written requests. 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 access to the information you want. Staff will provide their names to allow you to contact them again if you want further information.
- Acknowledging all complaints within three working days. Fully investigating complaints and responded within 7-10 working days. Where anonymous complaints cannot be investigated according to Company procedure, the information will be used as customer feedback.
- 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. Line 131500.
- Informing our customers promptly of any changes to our services.
- Making public the issues we are dealing with, whenever possible, and valuing your comments.
- Actively seeking feedback on our public programs such as seminars and workshops, through evaluation questionnaires.
- Conforming to the minimum standards of the NSW Transport Customer Commitment Charter.

CUSTOMER ENQUIRIES
9890 0000
www.cdcbus.com.au

COMFORTDELGROCABCHARGE