

Commercial Passenger Vehicles Information Bulletin – CPV35

Complaints Reporting

Introduction

The Department of Infrastructure, Planning and Logistics uses a complaints process to assist in monitoring commercial passenger vehicle (CPV) drivers and operators.

What is a CPV complaint?

A complaint is an expression of dissatisfaction with a service offered or provided by CPV drivers and / or operators.

Things to know about complaints

- Any person may make a complaint.
- Only substantiated complaints will be investigated.
- The Department may forward a complaint to other organisations for further investigation – i.e. Police, Anti-Discrimination or the Office of Fair Trading.
- A complainant and witness may be required to give evidence in Court.
- Where more than six months has lapsed since the date of the incident, prosecution action may not be possible.

Complaint Form

To assist in making a complaint, form CPVF35 – *Complaint Report – Commercial Passenger Vehicles (CPV)* is attached to this Bulletin.

Your completed complaint form can be forwarded to the CPV Compliance Unit.

Resources

Listed below are resources that may provide assistance to you.

Commercial Passenger Vehicle Information

Information Bulletins & Forms: <https://nt.gov.au/driving/industry/>

Important

This Information Bulletin is a guide only and contains general information and requirements in relation to the CPV industry. This document should not be regarded as a strict interpretation of Northern Territory law and In-Service Vehicle Maintenance Standards.

Contact Details	
Commercial Passenger Vehicles Branch	
Telephone:	08 8924 7580
Email:	cpv.compliance@nt.gov.au
Web:	www.nt.gov.au/driving
Postal Address:	GPO Box 2520, Darwin NT 0801

Details of Person Making Complaint						
1	Name:					
2	Phone Numbers: Mobile: Home: Work:					
3	Email: Company:					
4	Postal Address:					
5	When did the incident occur? Time: Date: / /					
6	Where did the incident occur? At or From: To:					
7	Were you a passenger in the vehicle at the time of the incident? Yes / No					
8	Was the hiring booked through a network? Yes / No If Yes, which one:					
9	Can you describe the vehicle involved?					
	Rego No	Make	Model	Body Type	Colour	Features
10	Can you describe the driver of the vehicle?					
	Driver's Name		CPV ID Name		CPV ID No	
	Height	Hair Colour	Length	Build (Body)	Age	Nationality
11	Have you reported this incident to any other person? Yes / No If Yes, please complete the below.					
	Network / Person		Police / PROMIS Number		Other	
12	Do you have any receipts from the journey? Yes/No What type of receipt:					
Incident Description						
13	Describe what happened? If you require more space please use the second page.(Attachments? Yes / No)					
14	What would you like to happen as a result of reporting this incident?					
15	Are you willing to provide further information if required which may mean going to court? Yes / No					
16	Were there any witnesses to the incident? Yes / No Name: Contact:					

