

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality;

relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to Equal Opportunity Commission WA, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Department of Transport and Major Infrastructure WA

In this fact sheet, we introduce the Department of Transport and Major Infrastructure WA ('DTMI'). We outline how complaints can be made by people who have concerns about DTMI's own services, staff, communication or processes, and how reports can be made about suspected unlawful or non-compliant on-demand passenger transport activity in Western Australia.

DTMI is a Western Australian Government department responsible for transport services and major infrastructure. For Hear Me Out, DTMI should be treated as a narrow complaint pathway. It can handle complaints about its own service delivery and reports about suspected non-compliance in the on-demand passenger transport industry, such as taxi, rideshare and charter services. It should not be treated as the right pathway for all transport, road, public transport, marine, traffic fine, licensing review or taxi/rideshare customer service issues.

Legislation and Key Terms

Relevant Legislation:

- [*Transport \(Road Passenger Services\) Act 2018 \(WA\)*](#)
- [*Transport \(Road Passenger Services\) Regulations 2020 \(WA\)*](#)

Key terms:

Booking service provider: A business or service that arranges on-demand passenger transport, such as taxi, rideshare or charter bookings.

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who makes a complaint.

Compliance report: Information given to DTMI about suspected unlawful or non-compliant activity, such as an unauthorised driver, vehicle, business or operator in the on-demand transport industry.

On-demand passenger transport: Passenger transport that is booked or arranged when needed, including taxi, rideshare and charter services.

Respondent: The person, business, organisation or government body that the complaint or report is about.

TransportWA: The public-facing website or service name used for many DTMI services.

Step 1: What type of Complaints can be made to this body?

Complaints about transport-related services and on-demand transport compliance, including:	
Sub-category	Example
Complaints about DTMI's own services, staff, communication or processes	You should make a complaint to DTMI if the issue is about DTMI's own service delivery, staff conduct, delay, communication, accessibility, online systems, website, or handling of a licence, vehicle, marine or transport service. This is an internal agency complaint pathway, not independent external review. If you are unhappy after DTMI responds, Ombudsman WA may be the later escalation pathway. <i>Examples:</i> • <i>A person says a DTMI service centre gave them incorrect information about a vehicle licensing issue and then failed to fix the mistake.</i> • <i>A customer says DoTDirect charged them twice for a vehicle licensing transaction and DTMI has not fixed it after they contacted customer support.</i> • <i>A person says DTMI delayed responding to their licence renewal enquiry, and their complaint is about poor communication rather than challenging the legal licence decision itself.</i> • <i>A person says DTMI staff treated them rudely or dismissively when they tried to resolve a transport service issue.</i> • <i>A person with disability says DTMI's service process created an accessibility barrier and staff did not assist them to use the service.</i>
Reports about suspected unlawful or non-compliant on-demand transport activity	You may report suspected unlawful or non-compliant taxi, rideshare, charter or on-demand passenger transport activity to DTMI. This should be limited to compliance issues such as unauthorised drivers, vehicles or operators, passenger or vehicle safety risks, taxis touting for work, unauthorised advertising, or fraud. It should not be used for ordinary poor service, fare disagreement, lost property or driver attitude complaints unless there is a genuine compliance or safety issue. <i>Examples:</i> • <i>A passenger believes a rideshare driver was operating without the required authorisation.</i> • <i>A person sees a taxi or charter business using vehicles that appear not to be authorised for passenger transport work.</i> • <i>A passenger reports a serious passenger-transport safety compliance risk involving a taxi, rideshare or charter vehicle, where the issue is not an emergency or immediate police matter.</i>

	• <i>A person reports taxis touting for work or unauthorised advertising by an on-demand transport operator.</i> • <i>A person has evidence suggesting fraud connected to on-demand transport authorisation, operation or passenger transport compliance.</i> • <i>A passenger complained to the booking service about a serious on-demand transport issue, but the booking service has not responded after about 10 working days.</i>
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Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	This body has powers to hear complaints/reports under the law of Western Australia.
Geographical Scope	DTMI's relevant functions are Western Australian. The on-demand transport compliance pathway concerns passenger transport activity regulated under WA passenger transport legislation.
Time Limitations	There is no official time limit to make a report, but it is recommended to do so as soon as possible.
Exclusions	DTMI is not the first complaint body for criminal offences, physical or sexual assault, traffic offences, ordinary taxi/rideshare poor service before the booking service has responded, motor vehicle dealer disputes, or matters belonging to Main Roads WA, PTA, local government or another regulator. Criminal and traffic offences must be reported to WA Police.
Exercise of discretion	DTMI may assess, respond, investigate, use information for compliance intelligence, take enforcement action, redirect the matter, or decide that no further action is required. A complaint or report does not guarantee compensation, prosecution, a penalty, authorisation cancellation or a specific individual remedy. Not all reports lead to prosecution or penalty.

Step 3: Who can you make a complaint against?

Respondent	Description
DTMI	DTMI is the respondent where the issue is about the department's own service delivery, communication, website, online systems, staff conduct or handling of a DTMI service.
DTMI staff, service centres and customer service channels	These are the people or service channels involved where the issue concerns treatment by staff, incorrect information, delay, poor communication, accessibility barriers, online service problems or service-centre/customer-contact handling.

On-demand booking services	These are businesses that provide or arrange on-demand passenger transport services. They may be relevant where the issue concerns suspected non-compliance with WA passenger transport law, or where the booking service has failed to respond to a service complaint within a reasonable time.
Taxi, rideshare, charter or passenger transport drivers	These are drivers involved in on-demand passenger transport. They may be relevant where the issue concerns suspected unlawful operation, safety risk, unauthorised activity or another possible passenger transport offence.
On-demand transport businesses, operators, employers or organisations	These are businesses or organisations involved in passenger transport activity. They may be relevant where a business appears to be operating unlawfully, advertising without authorisation, dispatching unauthorised services, or otherwise breaching passenger transport law.
Vehicles involved in on-demand transport reports	A vehicle is not usually a “respondent”, but it may be central identifying information in an on-demand transport compliance report. DTMI’s reporting guidance asks for details such as vehicle description and registration where available.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	A person who uses, is affected by, or has dealt with DTMI services can make a complaint or give feedback about DTMI’s own service. The public and members of the passenger transport industry can report suspected or witnessed contraventions of on-demand transport law.
Pre-requisite steps	No mandatory pre-complaint step was verified for complaints about DTMI’s own service, staff, communication or processes. A person can use DTMI’s complaint, compliment and feedback form directly. If the issue is overcharging, poor customer service, failure to pick up, driver attitude or hygiene, vehicle condition, fare discrepancy or lost property, you should complain directly to the relevant booking service first. If the booking service does not respond within a reasonable time, usually 10 working days, a separate complaint can be lodged with DTMI about the lack of response.
Can complaints be made on behalf of someone?	If a person complains on behalf of someone else, they should be ready to provide the affected person’s authority or consent, especially if the complaint includes personal information.
Additional information	If the issue involves a safety risk, possible illegal on-demand transport operation, unauthorised driver, unauthorised vehicle, unauthorised business activity, touting, unauthorised advertising or fraud, you should

frame the matter as a compliance report rather than as a general customer service complaint.

Step 5: What remedies are available at this body?

Power	Description
Explanation or correction	For DTMI service complaints, a practical outcome may be an explanation, correction of service handling, better communication or internal follow-up. The public complaint sources support complaint receipt and response, but do not guarantee a specific remedy.
Service improvement	DTMI welcomes feedback to assist it in delivering excellent service. This supports service-improvement outcomes, but not a guaranteed personal remedy.
Compliance assessment	DTMI may assess on-demand transport reports as information about suspected or witnessed contraventions of passenger transport law.
Infringement, prosecution or authorisation action	On-demand transport investigation may lead to infringement, prosecution, or action affecting authorisations. These are discretionary enforcement outcomes and are not guaranteed remedies for the person who made the report.
Exclusions	DTMI does not guarantee compensation, an apology, prosecution, penalty, cancellation of an authorisation, or a specific individual remedy. Ordinary taxi/rideshare service remedies usually need to be sought from the booking service provider first.

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	Use DTMI's complaint, compliment and feedback form for DTMI service, staff, communication or process complaints. Use the On-demand Transport reporting route for suspected unlawful or non-compliant on-demand transport activity.
Personal Details	Include your name, phone number and email address if you want a response. For on-demand transport offence reports, DTMI asks for the reporter's full name and contact details.
Respondent's Details	For DTMI service complaints, identify the DTMI area, staff member, service centre, website, online system or process involved if known. For on-demand reports, include the booking service, driver, vehicle registration, business, employer or organisation details where available.
Relevant Facts	Explain what happened, when and where it happened, who was involved, what you have already done, and what outcome or

	response you want. DTMI's on-demand reporting guidance asks for the date, location and incident details. • Attach useful supporting information where available, such as screenshots, photos, booking receipts, vehicle registration, driver ID, correspondence with DTMI, correspondence with a booking service, invoices or witness details. DTMI's on-demand reporting guidance asks for photos where available.
Accessibility or communication needs	Say if you need interpreter services or telephone typewriter support. DTMI's complaint form asks about interpreter and TTY needs, and DTMI's contact page provides interpreter and National Relay Service information.
What NOT to include	Do not include sexist, racist, anti-social or inappropriate comments, because DTMI will not respond to that feedback. Do not use the on-demand compliance route for ordinary overcharging, lost property, driver attitude or poor customer service unless there is a genuine compliance/safety issue or provider non-response.
Additional information you need to know	If the complaint is about an on-demand booking service's failure to respond, include when and how you complained to the booking service and any evidence showing that about 10 working days have passed without a response.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	• Online: Lodge through DTMI's online complaint, compliment and feedback form. The form allows you to select complaint, feedback or compliment, choose the relevant DTMI area, explain the issue, request a response, provide contact details, note interpreter/TTY needs and upload an attachment. DTMI's downloadable feedback form can be submitted: • by email: info@transport.wa.gov.au • fax: (08) 6551 6942 • post: The Customer Feedback Coordinator, Department of Transport and Major Infrastructure, GPO Box C102, Perth WA 6839
Where to lodge an on-demand transport compliance report	Reports about possible passenger transport offences or on-demand transport compliance issues should be emailed to ondemandtransport@transport.wa.gov.au. On-demand Transport can also be contacted by phone on 13 11 56.

General DTMI contact support	Contact DTMI's Customer Contact Centre on 13 11 56, Monday to Friday 7:00 am to 5:30 pm, excluding public holidays. DTMI also lists written contact by email to info@transport.wa.gov.au and by post to PO Box C102, Perth 6839 WA in its customer charter.
After you lodge	For written correspondence, DTMI will confirm receipt as soon as possible and respond within 10 business days. For on-demand transport reports, DTMI may assess, follow up or investigate the information, but not every report will lead to prosecution, penalty or further contact.
Decision, reasons or outcome	DTMI may provide a response, explanation, compliance follow-up, investigation or no further action depending on the pathway and evidence. It does not promise a formal written decision for every complaint or report in the sources reviewed.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Ask DTMI for clarification or follow-up	If you do not understand DTMI's response, you can ask DTMI for clarification, reasons, the status of the matter, or whether any further action will be taken. This is practical follow-up, not a separate appeal right.
Ombudsman WA	If you are unhappy with DTMI's handling of an administrative complaint or DTMI takes too long to respond, you may complain to Ombudsman WA. Ombudsman WA investigates complaints about WA public authorities, including State Government departments and government transport and roads services.
Booking service provider	For ordinary taxi, rideshare or on-demand transport service issues (such as overcharging, fare disputes, poor service, driver attitude, failure to pick up or lost property) the booking service provider is usually the first complaint pathway.
Consumer Protection WA	If you are dissatisfied with the booking service provider's response to an ordinary on-demand transport service complaint, you may consider Consumer Protection WA.

Step 9: Other bodies that handle complaints about transport, public authority, consumer, police or road-related complaints

Complaint body	Description
Ombudsman Western Australia	Ombudsman WA can handle complaints about WA public authorities, including State Government departments and authorities. This may be the right next step if a person is unhappy with how DTMI handled a complaint, or if DTMI has taken too long to respond. Ombudsman WA says people should usually complain to the public authority first before contacting the Ombudsman.

Consumer Protection WA	Consumer Protection WA may be more appropriate for consumer disputes, including some disputes about goods, services, businesses or traders. For ordinary taxi/rideshare issues like overcharging, fare disputes, poor service or lost property, you should usually complain to the booking service provider first. DTMI guidance indicates that Consumer Protection may be relevant if you are dissatisfied with the provider's response.
WA Police Force	WA Police is the appropriate pathway for criminal offences, physical or sexual assault, immediate danger, traffic offences or criminal conduct. DTMI should not be used as a substitute for police reporting where the issue is urgent, criminal or safety-critical.
Main Roads WA	Main Roads WA may be more appropriate for complaints or reports about major roads, traffic signals, road infrastructure or State road network issues. DTMI, Main Roads WA and the Public Transport Authority have different responsibilities within the WA transport portfolio.
Public Transport Authority / Transperth	The Public Transport Authority or Transperth may be more appropriate for complaints about bus, train, ferry or other public transport services, station issues, timetables, cancelled services, public transport staff or public transport accessibility.
Local government	Local councils may be more appropriate for local road, footpath, parking, local infrastructure or local traffic management issues, depending on who owns or manages the asset.
State Administrative Tribunal	SAT may be relevant for some transport-related review or appeal rights, such as certain licensing or regulatory decisions. This is not the same as making a complaint to DTMI and should usually be treated as a separate legal review pathway.
Office of the Australian Information Commissioner	The OAIC can handle complaints about how personal information has been handled by Australian Government agencies and some private organisations. It is not usually the right body for WA State Government agency privacy complaints, but it may be relevant where the respondent is a Commonwealth agency or covered private organisation.
National Anti-Corruption Commission	The NACC handles complaints about serious or systemic corruption in the Australian Government public sector. It is not the ordinary pathway for complaints about WA State Government departments such as DTMI.
Corruption and Crime Commission WA	The Corruption and Crime Commission WA may be relevant for serious misconduct or corruption involving WA public officers. This should not be confused with ordinary DTMI service complaints.

Need help preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
Ombudsman Western Australia	Website: www.ombudsman.wa.gov.au Telephone: (08) 9220 7555 Freecall: 1800 117 000	Can provide information about complaints against WA public authorities and may be able to assist if a person is unhappy with how DTMI handled their complaint. Ombudsman WA says its Enquiries Officers can assist people who need help writing down a complaint.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and additional resources

Resource	How this helps
Ombudsman WA — How to make a complaint	Explains how to complain to Ombudsman WA about WA public authorities, including State Government departments and government transport and roads services.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
How to make a complaint	Guidance on how to make a complaint