

BUS STOP/ROUTE COMPLAINT

PTS002-10F

1. Personal information will be collected from you for the purpose of processing this document.
2. Failure to provide this information may result in your application not being able to be processed.
3. Your personal information will be used for the primary purpose for which it is collected, and may be disclosed to contractors and agents of DIER, law enforcement agencies, courts and other organisations authorised to collect and keep it.
4. Personal information will be managed in accordance with the *Personal Information Protection Act 2004* and may be accessed by the individual to whom it relates on request to DIER. You may be charged a fee for this service.

Please read the information over the page before completing this form.

1. CONTACT INFORMATION

Title	Family Name	Given Name(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Residential Address	Suburb/Town/Locality	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Postal Address	Suburb/Town/Locality	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime Telephone Number	Mobile Telephone Number	
<input type="text"/>	<input type="text"/>	
Date		
<input type="text"/>		

2. BUS STOP/ROUTE INFORMATION

Location of bus stop(s) or route information (see note 1)

Direction the bus travels (see note 2)

Time of day

<input type="text"/>	AM	/	<input type="text"/>	PM
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Bus Operator (see note 3)

3. ISSUE/COMPLAINT

Describe the issue/complaint (see note 4)

4. COMMENTS

Any comments you would like to add

1. Describe the location of the bus stop(s)/route in sufficient detail so it can be easily located. Use such things as:
 - Road names (this is essential)
 - Distance from a point, like a prominent feature (eg a creek)
 - Distance from an address (RSD)
 - Reference to a “hydro pole” number
 - Draw a diagram
2. Describe the direction which the bus is travelling, for example:
 - North/South/East/West
 - Towards (a town, road etc)
3. The bus operator’s name. If you do not know the name of the bus operator then provide the registration number of the bus.
4. Describe in detail the particular issue you have with the bus stop(s)/route. Include details on any recent changes that may have affected this stop/route. Attach additional sheets or information if relevant.

Note:

- Often issues such as bus shelters, footpaths, street lighting, condition of the road or the roadside is the responsibility of your local council. In this case your complaint will be forwarded to the appropriate council and you will be notified.
- Some investigation may be required prior to you receiving a response. If you have not had a response within four weeks, please call 03 6233 5351.

Please return form to:

Passenger Transport Services Branch
Department of Infrastructure, Energy and Resources
GPO Box 1242
HOBART TAS 7001

Ph: 03 6233 5351
Fax: 03 6233 5377