



QUEENSLAND BUS INDUSTRY COUNCIL INC.

Customer Service Charter

A clear direction for a better and bigger industry

Welcome to the Queensland Bus Industry Council (QBIC)

Customer Service Charter



Our customer service charter sets out our commitment to provide customers with the service they can expect from professional bus service operators in Queensland.

The charter addresses six key areas which we think are important to ensure you have a safe and enjoyable experience on bus services in Queensland.

We want our customers to know about our charter making sure it is available where possible from our office, on our website or on the buses you travel on.

The charter will be reviewed annually based on the customer feedback we receive.

Through regular customer feedback we will measure our performance and use the results to continually strive to improve our services.

We aim to provide you with a safe and efficient service.





1 Your safety

Your safety is our number one priority. We are committed to constantly improving personal safety and the security of our customers and our people.

We are accredited by the transport authority in Queensland to operate the type of service we are providing. This accreditation is subject to audits and inspections.

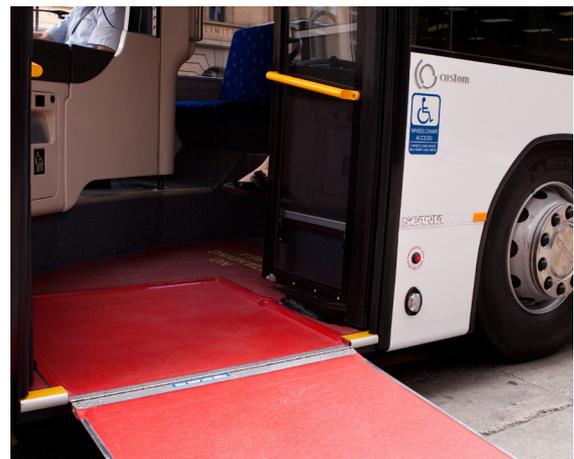
Our drivers all hold driver authorisation and a licence for the class of vehicle they drive for us.

Our buses are subject to 6 monthly mechanical safety inspections by the transport authority checking all safety items and major components of the vehicle.

We carry out regular maintenance on our vehicles to a schedule and carry out daily visual inspections.

If you need assistance to board or disembark a bus our drivers will ensure you can do so safely and assist wherever possible.

If you need assistance, have a disability or use a mobility aid or wheelchair, check the facilities we provide before your journey, by checking our website or calling our office.



2 Your time

We aim to provide a regular and reliable service. Sometimes problems occur outside our control which affects your journey. When services are delayed we will aim to complete your journey as quickly as possible.

We will do everything we can to avoid delays and disruptions and run according to timetable.



3 Your information

We understand the importance of having accurate information about the services we provide.

We will do our best to provide advance notice of any changes to schedules and timetables.

When disruptions occur we will aim to keep you informed about the situation and provide the most up to date information we can.



We aim to provide you with a safe and efficient service.



4 Your comfort and surroundings

We aim to provide you with a modern fleet of vehicles kept in good condition, maintained and clean.

To address this:

- We will conduct a regular fleet upgrade and maintenance program.
- We will clean interiors of vehicles daily and exteriors regularly.



5 Your personal service

We are committed to providing excellent customer service. We will work hard to meet the expectations and needs of customers.

Our people will be courteous, presentable and willing to assist you with your service enquiries.

We will ensure our people are clearly visible so that you can easily identify them when required.



6 Your feedback

We welcome your enquiries, suggestions, complaints and compliments.



7 Your responsibilities – How you can help

We ask that you remain valued customers by:

Being courteous to our staff and drivers.

Ensuring you hail the bus clearly to ensure the bus driver can safely stop and pick you up.

Having your ticket, card or the right money available for your fare before our bus arrives.

Taking note and following directions and signage on the bus.

Ensuring children and teenagers understand how to behave and act safely when travelling by bus.

Ensuring school children understand the school travel code of conduct and follow it.



We aim to provide you with a safe and efficient service.