

Consumer Charter

This Charter details what you can expect from us and our staff.

Commercial Passenger Vehicles Victoria regulates the commercial passenger vehicle industry. Our service commitment is to support a commercial passenger vehicle industry that is safe, accessible, customer focussed and competitive for Victorians and visitors to Victoria.

How we help you

As the industry regulator we act to serve the public interest and bring beneficial outcomes to all consumers.

We also:

- provide information and education about your rights and responsibilities
- promote awareness about how the industry is performing
- provide services for dealing with consumer feedback and complaints
- provide assistance for the travel needs of people with severe and permanent disabilities by administering our Multi Purpose Taxi Program
- ensure commercial passenger vehicle service and equipment providers contribute to safety and build trust in the commercial passenger vehicle industry.

What you can expect from us

We will listen and work with you to understand your needs.

You can expect us to:

- treat you with respect and courtesy
- communicate information clearly
- be transparent and accountable
- protect your privacy in accordance with our legal obligations.

To help us provide services to you we ask that you:

- give us accurate information
- treat our employees with respect and courtesy
- treat industry service providers with respect and courtesy
- give us honest feedback about our services.

When to contact us

You should contact us:

- if you require support with a Multi Purpose Taxi Program application
- to get more information about your rights and responsibilities
- if you have a serious concern with how a Booking Service Provider has managed your complaint.

Feedback and Complaints

If you would like to provide feedback regarding a commercial passenger vehicle experience, please complete our online feedback form at cpv.vic.gov.au