

Industry 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.

Administering our regulatory duties and services

We aim to streamline the way services are delivered to you.

Our commitment is to:

- provide you with tools that will assist you to meet your obligations
- provide easy to read guidelines on how you can comply with the law
- tell you in advance about any changes that affect you
- assess your applications and decide as quickly as possible
- explain our decisions to you and outline your options if you do not agree with our decision
- explain our reasons for taking enforcement action and inform you of your legal rights.

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
- respond to our requests for information in a timely manner
- treat our employees with respect and courtesy
- tell us if you change your phone number, email or postal address.

Feedback and Complaints

We are accountable for delivering services in a professional manner. If you would like to provide feedback on our services, or lodge a complaint, please complete our online feedback form.