



# Inquiry into Annual and Financial Reports 2023–24

## Answer to question on notice

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Asked by: Mr Andrew Braddock MLA

Addressed to: Mr Chris Steel MLA

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 19 February 2025

In relation to: Transport Canberra's complaint policy

Question received: 21 February 2025

Answer Due: 28 February 2025

What is the status of the TCCS complaints policy and improved public information on complaints that is to be made available in 2024-25? Is this on track, when can we expect this?

**Mr Chris Steel MLA: The answer to the Member's question is as follows:**

The TCCS Complaints Management Policy was recently updated and is published here:

[https://www.cityservices.act.gov.au/\\_data/assets/pdf\\_file/0008/2789657/TCCS-POL-Complaints-Management-Policy-A49246839.pdf](https://www.cityservices.act.gov.au/_data/assets/pdf_file/0008/2789657/TCCS-POL-Complaints-Management-Policy-A49246839.pdf)

Information on feedback and complaints handling within Transport Canberra is publicly available here: <https://www.transport.act.gov.au/travel-options/bus/service-policies> and is being updated for publication in 2024-25.

Approved for circulation to the Environment, Planning, Transport and City Services

Signature:

By the Minister for Transport, Mr Chris Steel MLA

Date:

4/3/25