

INQUIRY INTO ROAD TOLLING

Organisation: Tolling Customer Ombudsman

Date received: 21 December 2016

Hon Greg Donnelly MLC
Committee Chair

Dear Sir,

I acknowledge receipt of your email.

The Tolling Customer Ombudsman (TCO) is voluntary dispute resolution system designed to assist the customers of CityLink, EastLink, E-way/M5 South-West Motorway, Go Via, Roam and Roam Express tolling businesses throughout Australia. Relevant to your Inquiry are the toll roads the responsibility of E-way/M5 South-West Motorway, Roam and Roam Express.

The toll operators fund the TCO service so that it is free of charge to customers. The TCO is an impartial person who seeks to resolve complaints fairly and efficiently. The complaints may be resolved by way of conciliation, mediation or arbitration and the parties may negotiate a settlement at any stage. TCO decisions are binding on these toll operators but not the customers, who retain all legal rights.

Each complaint received is processed in an orderly way so that it can be dealt with on its merits and in a manner that is fair to both the customer and relevant tolling business. Before the TCO can deal with a complaint, the customer must have:

- (a) first lodged a formal complaint with the relevant toll operator internal customer resolutions group;
- (b) (i) have either received a negative response to that complaint; or
(ii) allowed the complaint to be resolved through the relevant internal customer resolutions group.

The Tolling Ombudsman system was first established in Victoria in 2004 as the CityLink Customer Ombudsman following the construction of the first private toll roads in that State by Transurban. The role was subsequently expanded to cover private toll roads in New South Wales and Queensland under the banner of the Tolling Ombudsman or Tolling Customer Ombudsman. The Ombudsman has handled in excess of 6,000 complaints since inception.

The Ombudsman produces six monthly reports that detail statistics of complaints relating to the individual toll operators as well as issues of concern raised by customers. Information relevant to the toll operators in New South Wales are contained in such reports. For further information please refer to the TCO website www.tollingombudsman.com.au.

I must point out that the TCO does not have jurisdiction over the level of fees charged by toll operators fixed in consultation with the State Government. Please note that the TCO does not have jurisdiction over Government agencies that issue Infringement Notices that collect monies owing under such notices.

For further information have no hesitation in contacting me

I have enclosed my CV for your information.

Yours sincerely,

Michael Arnold
Tolling Customer Ombudsman

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