

Feedback and complaints

We use your feedback to improve our service delivery by getting to know your needs and expectations. To provide feedback, please follow the following steps.

Steps to give feedback or make a complaint

- ▶ Complete the online form via the Transport for NSW website:
<https://www.transport.nsw.gov.au/about-us/contact/complaints-and-feedback>
- ▶ When completing the online form, please provide the following information to help us investigate your concerns and improve our services:
 - Bus route number
 - Direction of travel
 - Time of the service (either of when you boarded the service, or the time it was timetabled to arrive).
- ▶ Alternatively, please contact your school directly to raise concerns about school services.
- ▶ U-Go Mobility will engage regularly with schools to discuss feedback and improvement to services.
- ▶ Please note, feedback and complaints raised through Transport for NSW channels are tracked and provided to U-Go Mobility for action and investigation.
- ▶ If you have accessibility requirements or are constrained by technology, please phone **131 500** for assistance.