

Complaint Escalation Process



Tier 1

First Contact
Resolution

Our staff are empowered to resolve complaints, wherever possible, at first contact.

Tier 2

Investigation

If the customer is not satisfied with our first contact response, the customer can request us to escalate the complaint. We will then investigate the complaint and consider all the relevant circumstances and information surrounding the complaint and inform the customer of our findings.

Tier 3

External Review

* If the customer indicate is not satisfied with the outcome of our investigation we will (at the customer's request) refer the complaint to RHA for independent review. RHA will then attempt to resolve the matter through consultation, by working with the customer and us to resolve the complaint.

Tier 4

Higher Organism
Review

If the customer is not satisfied with RHA' resolution, the complaint will be referred to the Department of Transport.

Tier 5

Consumer Protection
Agency

If the customer is not satisfied with the outcome of the Department of Transport review, the customer can refer the complaint to his/her relevant local or national consumer protection agency. The customer have the right to make a direct complaint to his/her respective local or national consumer protection agency at any time throughout the complaint handling process.