

Response

RESPONSE DETAILS

Description*

Thank you for contacting us about you unenjoyable commute on the #17e service on 22 November. We apologise for any distress caused by the erratic driving.

We have completed an investigation and identified the driver of this service. Our Operations Manager will be speaking with the driver about the concerns you raised and the driver will also be required to undergo further on road training with one of our driver trainers. As you mention we expect all of our drivers to drive to the road conditions at the time, and the journey you have described is concerning from one of our team. We apologise that you had to experience such a negative display from one of our drivers.

Thank you for taking the time to contact us in relation to this matter and rest assured we will address this with the driver involved.

Kind regards,

Proposed By (User) --

Modified By (Contact)

REFERRED TO

Operator/Team **Tranzurban**

Date & Time Referred 13/12/2018 15:48

Date & Time Due 20/12/2018 15:48