

Policy & Procedure Document

Customer Incident Resolution Process

Swan Taxi customers have a number of ways available to formally lodge any positive or negative feedback with the company. Please see below:

Feedback Method	Instructions:
Online Form	<ol style="list-style-type: none"> 1. Visit the website http://www.swantaxis.com.au/ 2. Click the 'Customer Service' tab on the upper menu 3. Click the 'Customer Complaint' or 'Customer Enquiry' option from the menu on the left side of the page 4. Fill in the relevant form with as many details regarding the journey as possible 5. When the form is complete, press 'Submit Enquiry' at the bottom of the page
Email	<ol style="list-style-type: none"> 1. Send an email with the details of your feedback to customer.service@swantaxis.com.au
Fax	<ol style="list-style-type: none"> 1. Send a fax with the details of your feedback (please include a return fax number, email and/or postal address) to (08) 9422 2207.
Letter	<ol style="list-style-type: none"> 1. Send a letter with the details of your feedback (including a return email address, phone number and/or postal address) to: Swan Taxis Customer Service PO BOX 4058 VICTORIA PARK WA 6979

Online forms and emails will be acknowledged within 2 business days of submission.

Swan Taxis will do our utmost to resolve reported incidents within 10 business days; however, some issues may take longer to finalise.