# Organisations to contact when refused access to a taxi or rideshare service

## Victoria

Taxi company, or booking service

Commercial Passenger Vehicles Victoria - <https://cpv.vic.gov.au/about-us/feedback-form/complaint-handling>

## New South Wales

Taxi company, or booking service

Transport for NSW

NSW Police

<https://www.nswtaxi.org.au/complaints-feedback>

## Queensland

Taxi company, or booking service

Department of Transport and Main Roads – [personalised.transport@tmr.qld.gov.au](mailto:personalised.transport@tmr.qld.gov.au) or 13 12 30.

Taxi Council of Queensland - <https://www.tcq.org.au/contact-us/>

## Western Australia

Taxi company, or booking service

WA Department of Transport - [ondemandtransport@transport.wa.gov.au](mailto:ondemandtransport@transport.wa.gov.au)

## South Australia

Taxi company, or booking service

Taxi customer feedback line – 1300 311 108