

Complaints by Category in 2009-10 and 2010-11

Complaints by Type of Complaint

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	FY TOTAL
COMPLAINTS ISSUE by Category:-													
Poor customer service:	7	7	5	6	2	3	4	6	11	17	10	5	83
Information issues:	4	6	5	7	9	5	4	4	6	9	5	7	71
Service late or did not operate:	14	11	11	14	3	11	12	8	4	10	7	4	109
Service departed ahead of schedule:	5	0	3	3	6	0	4	7	4	2	9	2	45
Wharf closure:	0	1	0	2	0	0	0	0	0	0	3	1	7
Wharf cleanliness and maintenance:	0	3	0	0	4	3	6	7	1	2	1	2	29
Fare dispute:	8	8	6	9	4	13	11	7	6	2	3	5	82
Safety concern:	1	1	1	2	1	7	4	2	1	1	0	1	22
Vessel full or overcrowded:	10	3	2	0	6	5	4	3	1	4	2	0	40
Bus and ferry connections:	2	0	1	1	0	1	1	10	6	2	6	1	31
Timetable issues:	4	1	2	3	5	9	5	3	1	3	5	4	45
Vessel cleanliness and maintenance:	3	0	4	1	1	2	2	5	2	0	3	0	23
Service missed wharf:	4	4	1	0	2	2	8	2	1	3	2	1	30
Other:	1	1	2	0	2	6	1	1	0	5	1	1	21
Complaints to Sydney Ferries	63	46	43	48	45	67	66	65	44	61	57	34	639