

We'd love your feedback

Your feedback may be our opportunity to fix, improve or create something new. But most importantly, understand our customers better.

No stamp required
if posted in Australia



What can you expect?

- We will assess your feedback for action.
- We may contact you for more information.
- We will acknowledge your feedback within five working days and aim to respond within 15 working days.
- For complex issues, such as human rights complaints, this may take up to 45 working days. We'll keep you informed if needed.

We will:

- Listen to you and communicate openly and honestly.
- Ensure your concerns are heard fairly and objectively.
- Respect and protect your human rights.
- Protect your privacy and confidentiality.
- Ensure your feedback leads to improvements.

Find out more:

- If you're not satisfied with the outcome, you can request an internal review.
- View the Complaints Management Policy at www.tmr.qld.gov.au.



Delivery Address:
GPO Box 1412
BRISBANE QLD 4001



Compliments and Complaints
Reply Paid 87401
BRISBANE QLD 4001

Compliments and Complaints



You're at the centre of
everything we do

