

We'd love your feedback

We're committed to building a culture of customer service excellence.

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

What can you expect?

- Your feedback will be assessed for action.
- We may contact you for more information.
- If you'd like to know the outcome, we'll acknowledge your feedback within five working days.
- We aim to respond within 15 working days. For complex issues, we'll keep you informed along the way.

We will:

- Listen to you and communicate openly and honestly.
- Ensure your concerns are heard fairly and objectively.
- 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.

No stamp required
if posted in Australia



Delivery Address:
GPO Box 1412
BRISBANE QLD 4001



Compliments and Complaints
Reply Paid 87401
BRISBANE QLD 4001

Customer Compliments and Complaints

We'd love to hear from you



