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.

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.



Complaints Compliments and

Compliments and Complaints



You're at the centre of everything we do





Share your thoughts with us



Speak to our staff at any Transport and Main Roads office or customer service centre



Call 13 23 80 (8am to 5pm Mon-Fri AEST excluding public holidays) or 13 12 30 for public transport (24 hours a day)*



Use the online feedback form at: www.tmr.qld.gov.au/contactus



www.facebook.com/TMRQld



www.twitter.com/TMRQld



Compliments and Complaints GPO Box 1412 Brisbane 4001

Services available to assist you

If you're from a non-English speaking background, please call the Translating and Interpreting Service (TIS) on 13 14 50 and have them contact us on 13 23 80.

If you have a hearing or speech impairment, please call the National Relay Service (NRS) and have them contact us on 13 23 80.

Speak-and-listen (speech to speech relay) users can phone the NRS on 1300 555 727. TTY users can phone the NRS on 13 36 77.

What is your compliment or complaint?

what happened and when. If you feel any impacts this has had on you. explain as possible, including who was involved, we may have limited or restricted your human rights, please also many details provide as Please

				us with your preferred method of contact.				Date:
				If you would like a response, please provide us with your preferred method of contact.	Name:	Address:	Email:	Signature:

another government nat relevant third part your feedback. If your feedback relates to and ual practice to transfer your feedback to that resolve your feedback. **Privacy Statement**We will only use this information or contractor of the department, i

our full p

Important: Please secure your personal details prior to

^{*} Check with your service provider for call costs. Call charges may apply for calls from mobile phones and pay phones.