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.
What is your compliment or complaint?

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

If you would like a response, please provide us with your preferred method of contact.

Name: ________________________________
Address: ________________________________
Phone: ________________________________
Email: ________________________________
Signature: ________________________________ Date: ________________________________

Privacy Statement
We will only use this information to resolve your feedback. If your feedback relates to another government agency, organisation, consultant or contractor of the department, it is our usual practice to transfer your feedback to that relevant third party to resolve directly.

View our full privacy statement at www.tmr.qld.gov.au

Important: Please secure your personal details prior to mailing.