## 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.



Compliments and Complaints Reply Paid 87401 BRISBANE QLD 4001

# **Customer Compliments** and Complaints

We'd love to hear from you





### Share your thoughts with us



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



Call 13 23 80\*, between 8am and 5pm Mon-Fri (AEST excluding public holidays)



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



www.facebook.com/TMRQld



www.twitter.com/TMRQld



### Write to us at:

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?

Please provide as many details as possible.

# Date: Signature: Phone:\_ Name: Email:

**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

<sup>\*</sup> Check with your service provider for call costs. Call charges may apply for calls from mobile phones and pay phones.