



Customer details (optional)

Mr Ms Mrs Miss

Given name/s

Family name

Company name (if applicable)

Daytime phone number

Mobile phone number

Address

Postcode

Email address/Fax

Preferred contact method: Phone Letter Email Fax No contact required

Only complete this section if you are making a complaint for someone else

Do they know you are making a complaint for them? We will confirm details of the complaint with them.

Yes No

What is your relationship to this person/organisation?

Contact details for this person/organisation

Mr Ms Mrs Miss

Given name/s

Family name

Company name (if applicable)

Daytime phone number

Mobile phone number

Address

Postcode

Email address/Fax

Complaint details

Have you raised this issue with the Department of Transport and Main Roads (TMR) before?

No

Yes (please provide reference number(s) if available)

If yes, please provide details of why you would like this complaint reviewed and the reason why you were dissatisfied with TMR's earlier response.

Department of Transport and Main Roads Customer Complaint ... continued page 2 of 2

Please tell us about your complaint. Include as many details as possible such as what happened, where it happened and when. Provide any relevant supporting information. If you would like to make a human rights complaint, please explain how we may have limited or restricted your human rights and the impact this has had on you.

Tell us what you would like to happen to resolve your complaint.

If it is necessary, do you give consent for TMR to provide your personal information to a relevant third party for the purpose of finalising this issue?

Yes No

Acknowledgement

All of the information provided above is true and correct to the best of my knowledge.

Signature

Date

Privacy statement: TMR is collecting the information on this form for the purpose of responding to your feedback. Your personal details will not be disclosed to a third party without your consent unless required or authorised to do so by law.

What to expect

We will try to resolve your complaint as quickly as possible. You can assist us by providing as much relevant detail as you can. Please attach copies of any documents that may help us investigate your complaint (for example, letters). We aim to respond within 15 working days. If your issue is complex or involves a human rights complaint, a more detailed investigation may be needed. This may take up to 45 working days and we will keep you informed of progress, if needed.

This form be submitted to any of our offices or mailed to:

Compliments and Complaints
GPO Box 1412
BRISBANE QLD 4001