

## Contact us

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### Make a complaint



Make your complaint about a Queensland state government department or agency, local council or public university via our online form.

### Enquiries and feedback



Do you have an enquiry or feedback about one of our services, or are you unhappy with us?

# **We accept complaints made via the online form, by phone and in writing.**

If you are unable to use the online form you can print and mail us a paper [complaint form \(PDF 226.8KB\)](#).

The Office is closed on all public holidays.

## **Phone:**

**(07) 3005 7000**

On business days your call will be answered between 9.30am-4.00pm. Our [online complaint form](#) is available 24 hours a day. Please note, our phones will be unattended between 9:30am and 11:00am on the last Tuesday of each month due to staff training.

Please note calls from a mobile may attract higher charges. We can call you back if you let us know you are calling from a mobile.

### **Need extra help with a complaint?**

[Find out ways we can assist.](#)

### **Translating and Interpreting Service (TIS)**

If you need an interpreter to talk with us, call 131 450. See detailed [TIS information](#).

### **National Relay Service (NRS)**

For people who are deaf or have a hearing or speech impairment, give the NRS our phone number (07 3005 7000) and they will call us. See detailed [NRS information](#).

# Address:

GPO Box 3314, Brisbane, QLD 4001

Level 18, 53 Albert Street, Brisbane, QLD 4000

# Accessibility:

Wheelchair accessible by lift.

ABN: 25 765 757 900

All personal information you provide to us is handled in accordance the [Information Privacy Act 2009](#). To find out more, see our [privacy plan](#).

Last updated: 25 March 2024