

## Toll roads

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Learn where to direct your complaint about toll matters, Demand Notices or Penalty Infringement Notices.

### Which toll road?

#### Toowoomba Second Range Crossing

The Toowoomba Second Range Crossing (TSRC) is operated by the Department of Transport and Main Roads and toll payment is handled by [Linkt](#).

Toll management for TSRC is unique as it is the only toll road in Queensland within our jurisdiction due to it being operated by a state government department.

If you are unhappy about a TSRC toll matter, you should make a complaint to [Linkt](#) first.

If you are unhappy with Linkt's final response to your complaint, you can

make your complaint to the [Department of Transport and Main Roads](#) or [complain to us](#). Please be aware that we may require you to have complained directly to the Department of Transport and Main Roads before we will investigate your complaint.

## All other toll roads

Queensland toll roads, other than TSRC, are operated by Transurban Queensland and toll payment is handled by [Linkt](#).

These are private companies. We are unable to investigate complaints about these matters, as private companies are outside our jurisdiction.

You can complain to [Linkt](#) about these matters.

If your tolling matter is about a toll road other than the TSRC and you are unhappy with Linkt's final response to your complaint, you can contact the [Tolling Customer Ombudsman](#) for more assistance.

## Demand notices

If you receive a Demand Notice from Linkt for an unpaid toll, you should take action either by paying the amount specified or completing a statutory declaration. Failure to comply with a Demand Notice is an offence and may result in a Penalty Infringement Notice (PIN) being issued to you.

If you have questions about how to comply with a Demand Notice, you may wish to seek independent legal advice. If you do not already have the services of a private solicitor, a [community legal centre](#) may be able to assist you.

## What happens if I receive a Penalty Infringement Notice (PIN)?

The [Department of Transport and Main Roads](#) or [Brisbane City Council](#) may issue a PIN if you fail to comply with a Demand Notice issued by Linkt.

It is important to understand that the PIN is issued for failing to comply with the Demand Notice, not because you did not pay a toll. The PIN will provide information about what action you may take. Usually your options are to pay the fine, transfer the fine to another person or dispute the fine in court. You may wish to [seek legal advice](#) about your options.

The Queensland Government provides information about [how to transfer or dispute a fine](#). You can also find out more about [traffic infringement notices](#).

## What happens if the State Penalties Enforcement Registry (SPER) contacts me about debts relating to tolling matters?

If you do not respond to a PIN within the specified timeframe, the PIN may be referred to SPER. SPER will then issue you an [enforcement order](#).

If you did not receive the PIN or the enforcement order, you may be able to apply to have the [enforcement order cancelled](#). You may wish to seek independent legal advice about your options. Strict timeframes apply.

Please be aware that SPER can take [enforcement action](#) against you, including suspending your driver licence.

## When can we help?

You should make your complaint to the relevant organisation first, as this is the fastest way to resolve your issue.

If you have complained to [Linkt](#) about a TSRC tolling matter and you are unhappy with Linkt's response, you can make your complaint to the [Department of Transport and Main Roads](#). If you remain unhappy with the Department's response you can then complain to us.

We can also help if you have complained to the [Department of Transport and Main Roads](#), [Brisbane City Council](#) or the [State Penalties Enforcement Registry](#) and are unhappy with their response. [Make your complaint to us](#).

Find out more about [complaining to the organisation involved](#).