

Customer feedback policy

If you have feedback—including a suggestion, problem, issue, concern or compliment—about the services, decisions or actions of Queensland Rail, we would like to hear about it.

Queensland Rail is committed to:

- Acknowledging the importance and value of customer feedback
- Providing an accessible avenue for people to provide feedback or raise concerns about matters relating to Queensland Rail
- Ensuring all feedback is managed fairly, promptly, sensitively and efficiently.

Your feedback contributes to our continuous improvement towards the delivery of customer service excellence. Please take the time to fill out a Queensland Rail Customer Feedback Form. Your information is a valuable contribution which will assist in improving our business.

What can feedback be about?

Feedback can be about:

- The products and services we provide
- Any perceived impact from our business operations and
- Our policies.

In what instances will Queensland Rail not respond to feedback?

We will not acknowledge or respond to:

- Vexatious or trivial feedback
- Complainants who regularly raise the same issues where adequate responses have been provided.

Who receives the feedback?

If the feedback concerns our City network service, the feedback will be forwarded to TransLink for recording. TransLink can be contacted by phoning 13 12 30 or online at www.translink.com.au

If the feedback concerns our Traveltrain network service, the feedback will be received by Queensland Rail's Customer Feedback Team.

Who can provide feedback, including making a complaint?

Anyone can provide feedback or make a complaint, whether it is in person, in writing or by phone.

How can I provide feedback?

There are several ways in which you can provide feedback on our Traveltrain network. You can choose from:

- Phoning our Customer Feedback Team on 13 16 17
- Our website queenslandrail.com.au where there is also an optional feedback sheet which can be submitted to our Customer Feedback Team
- Emailing customerfeedback@qr.com.au
- Sending written feedback via mail to Customer Feedback Team, PO Box 1429, Brisbane QLD 4001
- Providing the feedback in person at any Queensland Rail station or Queensland Rail Travel centre.

For feedback on our City network, please contact TransLink:

- by phoning their 24 hour call centre on 13 12 30 or
- online at www.translink.com.au

What happens to my personal information when I provide feedback?

Queensland Rail is committed to protecting your personal information and complying with all applicable privacy laws. We are committed to complying with the National Privacy Principles under the Privacy Act 1988 (Cth). This means that if we collect personal information from you, we will:

- Give you access to your information if you request it
- Only use it for the reasons we've stated or related purposes
- Take reasonable steps to ensure it is correct and protected.

The type of information we hold and collect is anything needed to facilitate your enquiries, complaints, reported incidents and other requests. This information may include your name, address, phone number, fax, email, telephone, other contact details; complaint, incident, comment or other answers or opinions provided; payment, financial institution, bank details; and age, sex, license and other identification details as required.

Once you have provided feedback, you can seek to access your personal information held by Queensland Rail by contacting our Privacy Officer on 07 32352684.

Please refer to the Queensland Rail Privacy Statement for further information. For further information on TransLink's Privacy Policy, please go to www.translink.com.au/privacy.

What happens when Queensland Rail receives feedback?

When we receive feedback on our City network service, the feedback is sent to TransLink. For information on TransLink's Complaints Management Policy go to www.translink.com.au For information on TransLink's Complaints Management process go to www.translink.com.au

When we receive feedback on our Traveltrain network service, an internal process takes place.

- When a compliment is received, your feedback will be acknowledged by us. The compliment is then processed by the Customer Feedback Team who forward this through to a business area delegate to inform the recipient/s
- When a complaint is received, your feedback will be acknowledged. The Customer Feedback Team then investigates the matter with the aim of gaining a resolution and advising you accordingly

- When an enquiry or suggestion is received, your feedback will be acknowledged. The Customer Feedback Team, in conjunction with the related business area, then analyses the feedback and provides a response to you.

Why does TransLink receive my feedback information for the Queensland Rail City network service?

Translink are responsible for capturing and reporting all public transport feedback for South East Queensland, this includes the Queensland Rail City network. As per the agreement between Queensland Rail and TransLink, any feedback collected on the City network service will be provided to Translink. Translink may then either respond directly to you or refer the feedback to Queensland Rail to be investigated.

If I am not satisfied with Queensland Rail's response, what can I do?

If you are not satisfied with the response to your feedback, please advise the Customer Feedback Team:

- by phoning 13 16 17
- online at queenslandrail.com.au
- emailing customerfeedback@qr.com.au or
- sending a written response via fax to mail to Customer Feedback Team, GPO Box 1429, Brisbane QLD 4001.

Definitions

Term	Definition
Feedback	The return of information about the result of a process or activity. This evaluative information can be derived from either a reaction or a response. Feedback also refers to the capturing and understanding of results considered as influencing future performance. Feedback consists of suggestions, enquiries, complaints and compliments.
Complaint	An expression of a grievance, in this case, caused by or relating to Queensland Rail service, products or business operations.
Compliment	A formal or informal expression of praise, commendation, congratulation, admiration, respect or regard.
Enquiry	An enquiry is any process that has the aim of augmenting knowledge, seeking answers, resolving doubt or solving a problem.
Suggestion	The process by which thoughts or directions may be guided by the comments or actions of another.
Queensland Rail	Queensland Rail is a Queensland Government-owned corporation that is registered as a public company. The company provides passenger rail services across a range of urban, inter-urban, long distance and tourist operations. Carrying 62 million passengers every year, Queensland Rail connects people to destinations.
Queensland Rail Public Transport	This refers to the urban and inter-urban train network connecting people across Brisbane, Gold Coast and Sunshine Coast to their destinations.
Queensland Rail City Network	This refers to the urban and inter-urban train network connecting people across Brisbane, Gold Coast, Sunshine Coast and Ipswich to their destinations.
Queensland Rail Holidays	This refers to the leisure travel arm of Queensland Rail, including long distance travel by train and associated holiday bookings.
Queensland Rail Travel	This refers to the physical shop front providing a service for our long distance travel and associated holiday bookings. It forms part of the leisure travel arm of Queensland Rail.
TransLink	<p>Is a Queensland-based transport system who works with 18 operators, including Queensland Rail, to schedule services to meet the needs of customers. TransLink's goal being to combine bus, train and ferry services to provide customers with an enjoyable, smooth and effortless journey.</p> <p>This means:</p> <ul style="list-style-type: none"> • buses, trains and ferries meet at key interchange points. • services run on time and are interconnected. • you can use one go card or paper ticket for travel on buses, trains and ferries. • a single point of contact for all customer information through the TransLink website and call centre. <p>TransLink partners with a range of government, industry and community organisations to provide transport to airports, events, tourist attractions, universities and hospitals.</p>

Term	Definition
Customer	A customer, also called client, buyer, or purchaser, is the term usually used to refer to a current or potential buyer or user of the products of an individual or organisation, called the supplier, seller, or vendor.
Queensland Rail Employees	Any person hired by Queensland Rail to do a specific "job".
Response	An answer or reply, as in words or in some action.
Investigation	A searching inquiry for ascertaining facts; detailed or careful examination.
Resolution	The act of resolving or determining upon an action or course of action, method, procedure, etc.
Remedy	To restore to the natural or proper condition; put right: to remedy a matter.
Vexatious	An act done by a person in order to annoy, embarrass or otherwise aggravate that person.
Trivial	Of little significance or value.