

Customer feedback information

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
- Our practices and processes.

In what instances will Queensland Rail not respond to feedback?

We will not acknowledge or respond to:

- Feedback sent for the sole purpose of harassment
- Queensland Rail also reserves the right to not respond to complainants who revisit the same issue without offering any new information for consideration
- Anonymous feedback will be considered and recorded in our feedback management system. However, with no means of contacting the sender, an acknowledgment or response will not be provided.

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 Travel network. Options include:

- Phone our Customer Feedback Team on 13 16 17
- Online at queenslandrail.com.au/customerservice where you can complete a feedback form
- Email customerfeedback@qr.com.au
- Connect with us through [facebook.com/queenslandrail](https://www.facebook.com/queenslandrail) or [twitter.com/queenslandrail](https://www.twitter.com/queenslandrail)
- Send written feedback via mail to Customer Feedback Team, PO Box 1429, Brisbane QLD 4001
- Provide the feedback in person at any Queensland Rail station or Queensland Rail Travel centre.

For feedback on our City network, please contact TransLink:

- Phone their 24 hour call centre on 13 12 30
- Online at www.translink.com.au

What happens when Queensland Rail receives feedback?

Your feedback is important to Queensland Rail. It helps us to understand how we can improve our service delivery to better meet the needs of our customers. This information is used to review our processes and develop new initiatives to support business improvement.

If the feedback concerns our City network service, it is acknowledged by Queensland Rail then sent to TransLink for action. For information on TransLink's Complaints Management Policy or Complaints Management process go to www.translink.com.au or phone 13 12 30.

If the feedback concerns our Travel 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 will then look into the matter and communicate the findings of this enquiry
- 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 if required.

How long will it take to get a response to my feedback?

Queensland Rail is committed to responding to your feedback within ten working days or within five working days for urgent or safety critical issues.

If your feedback relates to the City network service, the information will be forwarded to TransLink for recording. TransLink may then either respond directly to you or refer the feedback to Queensland Rail for further action.

If the matter is referred from TransLink to Queensland Rail, we will look into the matter and respond to TransLink within 10 working days or within 5 working days for urgent or safety critical issues (from the date received from TransLink). If this is not possible, we will advise TransLink how long it will take to complete the enquiry and they will communicate directly with you via your preferred contact method.

For feedback sent via facebook or twitter, same day responses will be processed during business hours (Monday to Friday). If additional time is required to look into the matter, you will be advised.

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 look into the matter.

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 mail to Customer Feedback Team, GPO Box 1429, Brisbane QLD 4001.

Your feedback will be escalated to a senior case manager for review.

When is the Customer Feedback Information reviewed?

The Customer Feedback Information is reviewed on a regular basis, at least annually, to ensure its relevance and effectiveness to ensure customer feedback is correctly recorded, prioritised and responded to within agreed timeframes.

Our internal audit division will periodically audit the Customer Feedback Information, processes and procedures.

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, other contact details; complaint, incident, comment or other answers or opinions provided; payment, financial institution, bank details; and age, sex, licence and other identification details as required.

For the purpose of responding to your feedback, or looking into the matter, Queensland Rail may share your personal information with TransLink.

Once you have provided feedback, you can seek to access your personal information held by Queensland Rail by contacting our Privacy Officer on 07 3072 2684.

You are not obliged to provide your personal information to us. However, if you choose not to, it may impact our ability to look into the matter or respond to your feedback.

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.

Definitions

Term	Definition
Acknowledge	To show recognition your feedback has been received.
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.
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.
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.
Investigation	A searching inquiry for ascertaining facts; detailed or careful examination.
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 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.
Suggestion	The process by which thoughts or directions may be guided by the comments or actions of another.
TransLink	Is a Queensland based transport system who works with 19 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.
Travel network	This refers to long distance travel by train.