

# Customer feedback

## We'd like to hear from you!

Whether it's a suggestion, inquiry, compliment, or feedback about Queensland Rail and our services.

We recognise the importance of hearing from you, and also to make it easy to reach us. Your input contributes to our continuous improvement, so please take a moment to let us know how we're doing.

## What can you contact us about?

- Our products and services
- Perceived impacts from our business operations
- Our practices and processes

## Are there instances where we don't respond?

We aren't able to acknowledge or respond to feedback that:

- contains violent, obscene, profane, divisive, hateful, racist content, or personal attacks
- revisits the same issue without offering new information
- is anonymous as we have no means of contacting you.

## Who can provide feedback?

Anyone can provide feedback in person, in writing, or by phone.

## How can you provide feedback?

**Connect with us through:**

 [m.me/queenslandrail](https://m.me/queenslandrail)

 [x.com/queenslandrail](https://x.com/queenslandrail)

 [instagram.com/queenslandrail](https://instagram.com/queenslandrail)

**Feedback form:** [qr.com.au/aboutus/contact/contactform](https://qr.com.au/aboutus/contact/contactform)

**Email:** [customerfeedback@qr.com.au](mailto:customerfeedback@qr.com.au)

**Phone:** 13 16 17

**Postal:** Customer Feedback Team,  
PO Box 1429, Brisbane QLD 4001

Provide feedback in person at any Queensland Rail station or Queensland Rail Travel centre.





### What happens when we receive feedback?

- Compliments are acknowledged and forwarded to the relevant business area
- Complaints are acknowledged, investigated, and findings are communicated to you
- Enquiries or suggestions are acknowledged, analysed, assessed, and responded to if as required.

### How long will a response take?

We strive to address feedback submitted via our online form, email, or phone within ten working days. Social media feedback, on the other hand, typically receives responses on the same day during our online hours.

### What is Translink's role?

Translink, a division under the Department of Transport and Main Roads, is responsible for collecting and documenting all public transport feedback, including Queensland Rail. Translink actively manages complaints, compliments, and feedback about services within the South East Queensland Network, addressing areas such as safety, security, ticketing, and customer service. All revenue generated from ticketing and fares belongs to Translink. Queensland Rail aligns its operations with the guidelines outlined in the Translink fares and ticketing policy, accessible at: [translink.com.au/tickets-and-fares/conditions-of-travel](https://translink.com.au/tickets-and-fares/conditions-of-travel).

### Haven't resolved your inquiry?

If you need further information or feel we haven't resolved your inquiry, you can contact our Customer Journey Adviser team to escalate the matter for further review.

### Your Privacy

We are dedicated to safeguarding your personal information, adhering to privacy laws, and sharing it with Translink for feedback purposes.

While providing your personal information when providing feedback is not mandatory, it may impact our ability to investigate and respond to you.

To access your personal information, please contact our Right To Information (RTI) team:

#### Senior Advisor, RTI and Privacy

Queensland Rail  
Legal  
GPO Box 1429  
Brisbane QLD 4000

**Email:** [rti@qr.com.au](mailto:rti@qr.com.au)

**Phone:** 07 3072 8650 (fees and charges apply)

For more information, refer to our Privacy Statement at [qr.com.au/aboutus/legal/privacy](https://qr.com.au/aboutus/legal/privacy).

TransLink's Privacy Policy is available at [translink.com.au/legal/privacy](https://translink.com.au/legal/privacy).