

# Compliment or complain about our services

We are committed to excellent customer service. Both positive and negative feedback helps us to provide better services to our stakeholders. Complaints about our services are taken seriously and we follow a clear process to try and resolve your issue.

## Your contact details will only be used to respond to you. If you wish to remain anonymous, leave those fields blank

\* I have a...  Compliment  
 Complaint

\* For...  Workplace Health and Safety  Electrical Safety Office  
 WorkCover Queensland  A self-insurer  
 Workers' Compensation Regulator  Not sure

## Your contact details

Full name \_\_\_\_\_  
 Email address \_\_\_\_\_  
 Phone number \_\_\_\_\_ Complaint lodgment date \_\_\_\_\_

## Your enquiry

Details

If this is a complaint, how would you like it resolved?

You can lodge your completed form and any attachments by posting a hard copy to:  
**Complaints Advisor, GPO Box 2459, Brisbane QLD 4001**

The Office of Industrial Relations (OIR) is collecting your personal information for the purposes of identifying and dealing with your complaint, in accordance with the OIR's Customer Complaints Management Policy. Your personal information may be forwarded to the business unit or region relevant to your complaint so that your complaint can be addressed. Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. Any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint.

