

January extended track closures - impacts all lines

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View our [service notice](#) for more information.

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# Customer feedback

[Print](#) 

We encourage you to voice your ideas, opinions and concerns, so let us know what you're thinking. You can get in touch via:

- [online feedback form](#)
- [phone](#)
- [mail](#)
- [social media](#).

Our website and 24/7 call centre staff can provide information in response to timetable and service enquiries, and ticketing products.

## What we do with your feedback

Your feedback is a valuable tool which helps us to:

- create additional services
- schedule changes
- upgrade public transport facilities
- plan infrastructure placement
- improve go card, and
- much more!

## Our customer service guidelines

Transparency and accountability are important to us. We make all reasonable efforts to finalise complaints as quickly as possible in accordance with our guidelines.

- [Transport and Main Roads complaints policy](#) 
- [Complaint management guidelines \(PDF\)](#)
- [Compensation claims \(PDF\)](#)
- [Customer complaints management framework \(PDF\)](#)



- [Unreasonable customer communication and behaviour factsheet \(PDF\)](#)

We record all feedback and send it to the appropriate team for consideration.

## Was this page helpful?

☐ Yes ☐ No

[Send feedback](#)

## Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

Call us on [13 12 30, 24 hours a day](#) | [Feedback form](#) | [More options](#)

## Information in your language

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