

1 Making it easy

We strive to be accessible, fair and helpful. You can contact us by phone or email, chat to us via Facebook or our website, or visit us in-person at our offices in Brisbane, Cairns and Rockhampton.

2 Open and friendly communication

We will explain what we can and can't investigate. You will be treated with honesty and respect – our team is polite, courteous and willing to listen.

3 Helping all customers

Our service is free of charge and translating, interpreting and National Relay services are available. Our team demonstrate cultural awareness and respect for Aboriginal and/or Torres Strait Islander peoples.

7 Your feedback matters

If you have feedback on our service (good or bad), we'd love to hear about it. If you're unhappy or dissatisfied with the outcome of your case, you can ask for it to be reviewed in accordance with our complaints procedure.

EWOQ Customer Charter

4 Fair and accountable

We adhere to the principles of procedural fairness when undertaking investigations. We are accountable for our actions and decisions.

6 Protecting your privacy

Your information remains confidential and we handle it in accordance with our Information Privacy Plan.

5 Keeping you informed

We provide you with regular updates on the progress of your complaint and a clear explanation of our final decision, along with the investigation findings and any agreed solution.