

Service commitment



Every person in contact with Queensland Courts should expect to receive responsive, accurate and timely services, and procedural advice.

That is why the Queensland Courts Service has a service commitment to ensure your reasonable expectations are met every time you come into contact with us.

While there are many things that we will do to provide the best possible service, we believe the following four areas are essential.

Our commitment to you

Privacy

Unless required or authorised by law, your personal information will not be provided to any other person without your consent.

Responsive

This means we commit to:

- ensuring that, where authorised, information is easily accessible or made available, including by increasing our online services.
- providing options for you to access the information that you need.
- designing products and services that take into account your feedback.
- providing high quality service to you, regardless of your individual circumstances.
- seeking your feedback about our services.

Accurate

This means we commit to:

- providing consistent and accurate information.
- explaining registry decisions to you and outlining your options.
- referring you to organisations who can give you legal advice and assist you with understanding court orders and decisions.

Timely

This means we commit to:

- responding to your enquiry as quickly as possible in a respectful manner.
- providing you with an interim response if your enquiry is complex and requires further investigation.

Your commitment to us

Commitment runs both ways. For us to support you, there are some things that we need from you as well. You can help us by:

- providing complete, accurate and timely information about yourself and your individual circumstances.
- being respectful and courteous to staff and others.
- telling us if you need help to use our products and services.
- advising us if you are not happy with the outcome to enable us to improve future service.

Meeting our service commitment

We want to hear from you if our service has exceeded your expectations or is not what you expected. Please email your feedback to:

Courtservices.feedback@justice.qld.gov.au; or

alternatively, you can write to:

Executive Director
Queensland Courts Service
PO Box 15167
CITY EAST QLD 4002

