

Trade and Investment Queensland Service Charter



Our vision

Our vision is for a prosperous Queensland – underpinned by diversified exports and high-value investments that create jobs and sustain a vibrant, innovative economy.

Our services are delivered by:

- a global network based in key international markets
- a regional team based across Queensland
- sector, market and communication specialists headquartered in Brisbane.



Our service commitments

We commit to:

- being professional and responsive in our interactions with you
- treating you with courtesy and respect
- taking the time to understand your business so we can match our support to your needs
- maintaining the confidentiality of your information in accordance with the Australian Government's and Queensland Governments' legal and regulatory requirements.

As part of our service to you, we will:

- clearly explain our service offerings as they apply to your business needs
- endeavour to respond your enquiry within two working days of receiving your enquiry
- endeavour to facilitate relevant business introductions and opportunities
- endeavour to refer you to appropriate service providers that may be better placed to help if we are unable to assist with your request
- with your consent, provide your information to other Queensland Government departments to assist with your business needs.



Measuring our performance

Your feedback is important to us. You can provide your comments on the feedback form provided on the TIQ website at tiq.qld.gov.au/feedback.

TIQ may also seek your feedback directly or through a satisfaction survey. Your feedback helps us to improve our service delivery in Australia and overseas, and to identify issues that are important to you.



Complaints

If you wish to make a complaint about any aspect of our service, please either call our team on +61 7 3514 3147 or use the form provided on the TIQ website at tiq.qld.gov.au/connect/feedback. We will reply to you within two working days of receiving it.

If at any stage you are dissatisfied with how we are handling or have handled a complaint, you may contact the Queensland Ombudsman at ombudsman.qld.gov.au.



Your privacy

Your privacy is important to us. We collect your personal information and handle it in accordance with our [Privacy Policy](#). By engaging with our services, you are agreeing to this policy. You can unsubscribe from our communications at any point by emailing privacy@tiq.qld.gov.au or by opting out of any correspondence you receive.