

# Compliments and Complaints Unit (CCU)

## Factsheet: What do I need to know about making a compliment?

### What is a compliment?

A compliment is an expression of praise, commendation or admiration.

The Queensland Ambulance Service (QAS) welcomes compliments and ensures that these messages are conveyed to employees.

### How do I submit a compliment?

The QAS is committed to providing excellence in ambulance services and your feedback helps us to improve our service. The QAS accepts compliments verbally and in writing via a range of formats including:

- By using our online form on the [QAS Website](#)
- In person at any of our [offices](#)
- By telephone our [Regional Offices](#)
- By letter to QAS Compliments and Complaints, Cluster 9.1, GPO Box 1425, Brisbane Qld 4001
- By email to [QAS.feedback@ambulance.qld.gov.au](mailto:QAS.feedback@ambulance.qld.gov.au)

Customers are also able to make a compliment using:

- The Queensland Government call centre by phoning 13QGOV (13 74 68)
- The [Queensland Government online](#) form
- The [Queensland Health website](#)

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## How can I get help to make a compliment?

The QAS has a principle of enabling compliments, this means that the QAS will provide customers with all the relevant information about how to make a compliment. The [QAS Website](#) has a range of information about making compliments. If you experience problems accessing any of the information on our site, please contact us and we will provide the information in an alternative format.

### Accessing interpreter and accessibility services

If you need an interpreter, call the [Translating and Interpreting Service](#) on 13 14 50 and have them contact your QAS [Regional Office](#).

If you are deaf or have a hearing or speech impairment contact us through the [National Relay Service](#):

- TTY users phone 13 36 77, then have them contact your QAS [Regional Office](#).
- Speak-and-listen users phone 1300 555 727, then have them contact your QAS [Regional Office](#).
- [Internet relay users](#) connect to the National Relay Service and then have them contact your QAS [Regional Office](#).

## What happens once I make a compliment?

When your compliment is received it will be recorded and you will receive an acknowledgement.

The QAS is always pleased to hear positive feedback concerning our staff and services. The QAS forwards compliments direct to our staff and will sometimes publish a selection of compliments in our internal magazine.

## Want more information?

### Customers

For more information on the QAS Complaints Management Framework refer to the [QAS Website](#) or email [QAS.Feedback@ambulance.qld.gov.au](mailto:QAS.Feedback@ambulance.qld.gov.au).

### Employees

For more information on the QAS Complaints Management Framework refer to the [QAS Portal](#) or email [QAS.Feedback@ambulance.qld.gov.au](mailto:QAS.Feedback@ambulance.qld.gov.au).