



Client Service Charter

For the Queensland Community



Who we are

The Queensland Police Service is the primary law enforcement agency for the state of Queensland. We fulfil this role throughout the State, 24 hours a day, upholding the law and providing assistance to the community when necessary and in times of emergency, disaster and crisis.

What we do

The functions of the Service include:

- the preservation of peace and good order in all areas of Queensland;
- the protection of all communities in Queensland;
- the prevention of crime;
- the detection of offenders and bringing of offenders to justice; and
- upholding the law generally and providing policing services in an emergency.

Our Clients are

Our clients include:

- the entire Queensland community (including residents and visitors);
- victims of crime and other offences;
- anyone requesting police assistance; and
- suspects and people charged with committing offences.
- Other stakeholders include:
 - the Queensland Government;
 - other government agencies; and
 - business, industry and community groups.

How the Charter was developed

This Charter was developed through extensive consultation and in partnership with the community. This involved conducting public forums and statistical surveys.



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Review of the Charter

The QPS is committed to evaluating and reporting on its performance. We welcome feedback on our performance in achieving the standards outlined in this Client Service Charter.

We undertake to review our Client Service Charter on an on-going basis and ensure it is consistent with our Strategic Plan and community needs. Performance results are reported in the Service's Annual Report.

Standards to expect from us

We are determined to be a professional police service, dedicated to excellence and committed to working in partnership with the people of Queensland to enhance the safety and security of our community.

All of the Service's clients will be treated with dignity and respect regardless of circumstances or situation.

The Queensland Police Service is committed to a high standard of service delivery to the community and will provide the following levels of service.

Members of the community

If you are a member of the Queensland community or a visitor to the State we will:

- be sensitive to cultural diversity and any special needs; and
- work in partnership with you to create a safe environment.

In return we would expect you to:

- abide by the law;
- use the '000' phone number for emergency circumstances only;
- treat the Service's employees with courtesy and respect;
- and work in partnership with us to help create a safe environment.



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Victim and/or witness to a crime

If you have been the victim of a crime we will:

- Investigate your complaint;
- keep you informed throughout the investigation and prosecution process; and
- respect your confidentiality and privacy rights.

If you have been a victim or witness to a crime we would expect you to:

- Report the offence; and
- provide us with all available information relevant to the offence, and keep us informed of any further information.

Requesting police assistance

If you contact us to request assistance we will:

- acknowledge your request;
- provide an appropriate response; and
- if it is not a matter we are able to deal with, we will refer you to the appropriate agency.

In return we would expect you to:

- provide us with all available information relevant to that matter;
- be honest and reasonable when dealing with us;
and
- if the situation is not urgent and demands for our services are high, be prepared to negotiate with us appropriate response to resolve your request.

If you are suspected of breaking the law

If we suspect you have committed an offence we will advise you of your rights and obligations under the law.



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Complaints against members of the Service

If you believe a member of the Queensland Police Service has behaved wrongly or inappropriately, you may make a complaint.

However, remember that police officers have to enforce the law; often people complain about police officers when it is actually a particular law that they do not like.

You may make a complaint to the Service or the Crime and Misconduct Commission (CMC) in person, in writing or by telephone.

You may direct your complaint or query to any police station in the State or contact the CMC direct.

Address and telephone numbers for police stations are listed under 'Police Service' in the White Pages of the telephone book.

At the police station you will be provided with assistance and advice in making your complaint.

It is an offence to make a false or vexatious complaint against a police officer.



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How to contact us

The address and telephone numbers for all police stations are listed under 'Police Service' in the White Pages of the telephone book.

Queensland Police Service Headquarters
200 Roma Street
BRISBANE QLD 4000
Telephone: 3364 6464
Facsimile: 3236 2359

Emergency

If the matter is an emergency, dial 000.

Reporting crime

If you wish to report some other incident, crime or suspicious behaviour please contact your local police station.

Correspondence

To correspond with the Service in relation to other matters, please write to, fax or telephone your nearest police station.

Crime Stoppers

If you have any information that may help solve a crime, you can contact Crime Stoppers on toll free number 1800 333 000 (within Queensland) or 1800 800 400 (outside Queensland). Remember callers are not required or expected to give their names or addresses, or to reveal their identity. For those who wish to remain anonymous, total anonymity is guaranteed.



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Assisting people with disabilities

(TTY - Teleprint typewriter)

Child abuse/Sexual assault

TTY No. 3364 4410 (8am - 10pm, every day)

Recruiting and equal employment opportunity information

TTY No. 3364 4749 (8am - 5pm, Mon - Fri)

Crime Stoppers

TTY No. 3364 3681 (7am - 11pm, every day)

Communications Centre

TTY No. 3364 4655 (24 hours)

Online services

Website: www.police.qld.gov.au

Other languages

This Charter is available from the Queensland Police Service website in languages other than English, including Chinese and Vietnamese. Further languages will be added progressively to this website.



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Feedback on our performance

The Service welcomes constructive feedback on the performance of our officers and staff in providing services to the Queensland community.

This feedback is used to ensure that continual improvements are made to the levels of service provided to you and the Queensland community.

You can provide us with feedback by completing the feedback form on the next page.

SEND YOUR FEEDBACK FORM TO:

Office of the Commissioner
GPO Box 1440
BRISBANE QLD 4001

Tell us what you think

The Queensland Police Service welcomes feedback on our services and the content of this Charter. This helps us continually improve our services and the quality of the Charter.

Please note, however, any specific complaints against members of the Service should be reported at a police station. It is not appropriate to use the feedback form for that purpose (refer to the "[Complaints against members of the Service](#)" section of our Charter).



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FEEDBACK FORM

Overall, how would you rate the Queensland Police Service as a service organisation?

Excellent Very Good Good
Fair Poor

Were you happy with our service?

Yes No

If yes, what did you like?

If no, how can we improve our services or our Charter?

Which station/unit did you deal with?

If you would like us to correspond with you about your comments, please provide your name and contact details.

This information is being collected and used to ensure that continual improvements are made to the levels of service provided to you. The personal information will be used by authorised members of the Service only and will not be released to external agencies.