

Community Response Team Customer Service Charter

Department of Environment and Science

Our purpose

The Community Response Team manages the Pollution Hotline, a Queensland Government service for the reporting of pollution and environmental incidents and environmental non-compliance issues.

We provide a coordinated and high-quality experience. We are straightforward in our communication so that you understand what to expect from us and what we need from you.

Our customers

The Pollution Hotline is available to the entire community including private individuals, community groups, business and industry and non-government organisations.

How to contact us:

You can contact the Pollution Hotline by:

- Phone: 1300 130 372 (option 2)
- Web form: <https://www.qld.gov.au/environment/pollution/pollution-management/reporting>
- Email: pollutionhotline@des.qld.gov.au

Responsiveness

The Community Response Team will respond promptly to your reports to the Pollution Hotline.

Business hours

Between 8.30am–5.00pm (AEST) on business days, a Community Response Team member will answer your call within 60 seconds, 80% of the time.

If you have called, we aim to resolve more than 20% of matters at the time of your call.

We aim to respond to 80% of emails within three business days.

For a matter managed by the department and more complex, it may be referred to one of the department's compliance centres for further investigation. You will be advised if that occurs and we will give you a reference number to quote if you need to contact us about the same report.

For phone calls about matters that are not managed by the department, we aim to immediately transfer you to the correct area of the responsible organisation (for example local council). We will give you a reference number to quote if you need to contact us about the same report.

After hours

After hours phone calls will be answered by a staffed service that will collect your information and ask questions to understand your report.

Where your report relates to an environmental emergency, such as a large oil spill or factory fire, your report will be escalated to the Statewide Incident Response Network, which responds to matters of significant concern that cannot be left to the next business day to resolve.

Where your report does not relate to an environmental emergency it will be allocated to the Community Response Team for review during business hours.



To allow us to help, we expect you will:

Provide us with information that is timely, accurate and complete.

Confidentiality

We have systems in place to ensure that we protect your confidential information.

We handle all your information in accordance with the *Information Privacy Act 2009*.

We will give you access to your personal information if you request it.

If you want to remain anonymous and you believe your report should be treated as a public interest disclosure, please follow the public interest disclosure process available at: <https://www.des.qld.gov.au/contactus/feedback-form-complaint>.

Improvement

The Community Response Team is committed to improving the Pollution Hotline service, so we welcome your feedback. **Feedback** includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

We invite you to provide feedback to a Pollution Hotline operator or through the department's contact form <https://www.des.qld.gov.au/contactus>.

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.