

How to lodge a complaint



Anyone has the right to make a complaint if they are dissatisfied with our products or services, or the way in which we have handled their enquiry.

You can lodge a complaint with Quality Innovation Performance Limited (QIP) by:

Telephone

Call us on 1300 888 329. We are available from 8am to 5pm Monday to Friday.

Online

Complete our online complaints form via the 'Contact Us' section of the QIP Website.

Mail

Send a letter to:

QIP Complaints Resolutions Team
PO Box 2058,
Milton BC QLD 4064

Fax

Fax your complaint to us at 1300 362 110.

Complaints will be accepted either verbally or in writing; however, to ensure that the aspects of the complaint can be accurately investigated, it is preferred that all formal complaints are received in writing (electronically or in hard copy).

We will acknowledge your complaint within five (5) business days of receipt of your complaint and confirm with you QIP's complaints management procedure.