

What happens to my complaint?

1. → We assess your complaint, usually within seven days and decide whether to investigate it. Sometimes we need to talk to you or the agency to properly assess your complaint.
2. → If we think the agency has made a mistake or treated you unfairly, we will recommend that it correct its mistake or take some other action.
3. → If we don't investigate your complaint we will explain why.
4. → Most matters are resolved quickly but more complex matters can take some time because we may need to examine files or interview people. We will keep you up-to-date and inform you of any new developments.

→ Does the Ombudsman deal with all complaints?

No. Some matters are not within our power to investigate such as the actions of:

- Ministers and Cabinet, courts and judges, legal advisers to the Government or the Auditor General
- Private individuals or businesses (e.g. insurance or telephone companies)
- The operational actions of police
- Commonwealth or interstate government departments.

We also do not normally investigate complaints if you have:

- known about the problem for more than 12 months before complaining
- another right of review you have not used
- not attempted to resolve the problem with the agency concerned.

→ Can my complaint make a difference?

Yes. Others may also share your experience and nothing will improve if you don't complain. We can recommend changes to the systems, policies and procedures that relate to your complaint. Agencies nearly always comply with our recommendations.

→ Your privacy

The information we obtain from complainants and other persons in the course of receiving and responding to complaints and inquiries is used for the purposes of our investigations and other responsibilities under the *Ombudsman Act 2001*. It is not otherwise disclosed to persons unless required by law.

→ Other languages

Don't worry if English isn't your first language. You can access information about our Office from our website in the following languages:

中文	Thuonjǎn
Tiếng Việt	ᨧᩢ᩠ᨦᩉ᩠ᩅᩢᨯ᩵ᩁᩬ᩵
Español	لارى
Gagana Samoa	فارسى
Hrvatski	Türkçe
العربية	Soomaaliga

Visit www.ombudsman.qld.gov.au/languages.

→ Contact us

Level 17, 53 Albert Street
Brisbane QLD 4000

GPO Box 3314 Brisbane QLD 4001

Tel: **07 3005 7000**

Free call: **1800 068 908** (outside Brisbane)

TTY: **07 3006 8174**

Fax: **07 3005 7067**

Email: ombudsman@ombudsman.qld.gov.au

Web: www.ombudsman.qld.gov.au

Your feedback is important to us.

To comment on this brochure please email or call **07 3005 7000**.



QUEENSLAND
ombudsman

Have you got a complaint?

The Queensland
Ombudsman may
be able to help.

How can we help?

Since 1974, the Queensland Ombudsman has been investigating the actions and decisions of Queensland public agencies and their staff that may be unlawful, unreasonable, unfair or otherwise wrong.

If you feel you have been treated unfairly by a public agency or its staff, we may be able to help.

We can get to the bottom of issues quickly. We are also independent so you can be confident we will act impartially at all times. Our services are free of charge.

Who can complain?

You can make a complaint on your own, with someone else or have another person act on your behalf.

If you are in a correctional or youth detention centre, you can forward your complaint to us confidentially using the Centre's mail system.

⇒ What sort of problems can we investigate?

The types of matters we look into include:

For Queensland government departments

- licences and motor vehicle registration
- child protection
- unfair tendering processes
- unreasonable charges
- complaint handling
- access to State provided benefits
- environmental control issues
- allocation of Crown land and water resources
- problems at school
- public housing eligibility
- concerns in prison
- land resumption.

For local councils

- rates and charges
- land use, building or licensing decisions
- services such as garbage, road maintenance, drainage, water supply and sewerage
- local government law enforcement
- environmental management.

For other public agencies

- workers compensation claims
- legal aid applications
- university and TAFE college student concerns
- public trustee matters
- superannuation payments
- complaint handling by specialised complaint agencies.

⇒ What should I do first?

Approach the agency concerned and genuinely try to fix your problem. Most agencies have their own system for handling complaints. Keep a record of your discussions and copies of letters or emails to or from the agency.

Make sure you tell them what you want to happen – do you want an apology, a different decision or a change to the way things are done?

⇒ I'm still unhappy, so how do I make a complaint?

It's easy to make a complaint. Contact us:

- ☎ by phone
- 👤 in person
- ✉ in writing (fax, email or mail)
- 🌐 on the web via our online complaint form.

We can arrange assistance for you if writing is difficult due to language differences or disability.

Your complaint should include:

- your name, address, email and telephone number
- a concise summary of your complaint – who was involved, what, when and where it happened, and why the situation is unfair or wrong
- what you have done to try and fix your complaint and the result
- copies of relevant letters or other documents
- the result you are seeking.

If you feel you have been treated unfairly by a public agency or its staff, we may be able to help.

