

Complaint Form

We want to make it easy for you to register a complaint with the Queensland Ombudsman. Please fill in all fields marked (*).

Once you have filled in this form, please send it with copies of any relevant correspondence or other documents to GPO Box 3314, Brisbane, QLD 4001.

Internal use only

Received by: _____

Date: _____

Case number: _____

➔ Your details

*Title: _____ *Last name: _____

* First name/s: _____

* Postal Address:

*Phone: _____

Mobile: _____

Email: _____

Signature: _____ Date: _____

➔ The government agency you are complaining about

Department, Local Government or Agency: _____

Region/Unit (optional): _____

Name and title (if known) of the person you have been dealing with:

Name: _____

➔ Other contact regarding your complaint

Have you sought assistance to investigate or resolve your complaint from another agency or person?

Agency: _____

Yes No If YES, please provide the following details:

Date complaint lodged: _____

Date of response or outcome: _____



➔ Your complaint

Summarise your complaint in less than 500 words. **What** happened? **Who** was involved? **When** and **where** did it happen? Attach a separate sheet if you need more space.

Tell us what you would like to happen to resolve your complaint.

➔ Help us help you

Are you an Aboriginal or Torres Strait Islander? Yes No

Do you speak a language other than English at home? Yes No

Please specify: _____

Do you have a disability or special need? Yes No

Are you under 25 years old? Yes No

How did you hear about our Office? _____

➔ What you can expect

Once we receive your complaint, we will acknowledge receipt and assess your complaint, usually within 7 working days. Where possible, we will try to resolve your complaint by talking with the agency concerned. 9 out of 10 complaints are assessed and/or settled within 60 days. Sometimes it may take longer than this, particularly if your case is complex or serious. If your complaint takes longer, we will keep you informed of progress. We take your complaint seriously and will contact you regularly or when important matters arise so you are kept up-to-date. We ask that you keep us updated with any developments while we are considering your complaint.

QUEENSLAND OMBUDSMAN
Level 25 288 Edward Street Brisbane 4001 | GPO Box 3314 Brisbane QLD 4001
Tel: 07 3005 7000 | Free call 1800 068 908 (outside Brisbane)
Email: ombudsman@ombudsman.qld.gov.au | Web: www.ombudsman.qld.gov.au



- It's OK to complain -