

Complaint Form



We want to make it easy for you to lodge a complaint with the Queensland Ombudsman.

Once you have filled in this form, please send it to: GPO Box 3314, Brisbane, QLD 4001. Please attach copies of any correspondence or relevant documents relating to the complaint.

We will assess your complaint and get back to you.

Your contact details*

Title: _____ First name/s: _____ Last name: _____

Postal Address: Number: _____ Street: _____

Suburb: _____ State: _____ Postcode: _____

Preferred telephone number: _____

Email: _____

Your complaint

We can investigate the decisions and actions of Queensland state government departments and agencies (including state schools and TAFE), local councils, and public universities.

We generally ask that you approach the organisation about the matter before we will consider your complaint.

What organisation are you complaining about? _____

Have you taken your complaint to another organisation? Yes No

If yes, please indicate below. Please attach copies of any correspondence.

Queensland Human Rights Commission

Office of the Health Ombudsman

Crime and Corruption Commission

Office of the Information Commissioner

Energy and Water Ombudsman

Other: _____

Your complaint (Attach a separate sheet if you need more space)

What happened and when?

Why do you think this is unfair or wrong?

Why are you unhappy with the organisation's response?

What do you want to happen to fix the complaint?

Do you consent to us referring your complaint to the relevant organisation if we consider it appropriate to do so? Yes No

Have you attached copies of relevant correspondence or other documents? Yes

Signature: _____ Date: _____

Information about you*

Are you Aboriginal or Torres Strait Islander?

No Aboriginal Torres Strait Islander Aboriginal and Torres Strait Islander

What is your first language? _____

Do you have any special needs? Sight Hearing Speech Other: _____

Which age group are you in?

Under 18 18-24 25-34 35-44 45-54 55-64 65+

***Your privacy:** In making this complaint, you give us personal information, including your name and contact details. This personal information is handled according to the *Information Privacy Act 2009*. We will use relevant personal information to assess and/or investigate your complaint and respond to you. It may be necessary to give relevant information to the organisation you have complained about so they can give us a response. You can contact us for more information about privacy, including a copy of our *Privacy Plan*.

Queensland Ombudsman

Level 18, 53 Albert Street, Brisbane, QLD 4000 | GPO Box 3314, Brisbane, QLD 4001

Free call: 1800 068 908 | www.ombudsman.qld.gov.au