



QUEENSLAND  
**OMBUDSMAN**

Web: [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

Call: (07) 3005 7000

Speak & Listen: 1300 555 727

Interpreter: 131 450

# Complaints process

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## **Complaining to the agency involved**

Always try to resolve your complaint with the agency involved first.

## **What to expect if you make a complaint to us**

The first thing we do is assess your complaint to see if it can be investigated.

## **Common complaints**

Find out about the complaints we receive and how we handle them.