

Making a complaint in writing

- Include your name, address and phone number/s
- Find out the name and title of the person who can deal with your complaint so your letter or email reaches the right person
- State that you have a complaint and want to use the agency's complaints process
- Briefly explain what your complaint is about and the outcome you want
- Request a written acknowledgement of your complaint within 10 working days
- Attach copies of any relevant documents
- Keep a copy of your letter and any other relevant documents.



Write to the Ombudsman

 ombudsman@ombudsman.qld.gov.au

 GPO Box 3314, Brisbane, 4001

Contact us



www.ombudsman.qld.gov.au
www.complaints.qld.gov.au



ombudsman@ombudsman.qld.gov.au



Freecall: 1800 068 908



Interpreter: 131 450



Level 17, 53 Albert Street, Brisbane



GPO Box 3314, Brisbane, 4001

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 investigation and other responsibilities under the *Ombudsman Act 2001*. We do not disclose this information unless required by law.

Make your complaint count!

It's as easy
as 1, 2 3 ...



It's easy as 1, 2, 3...

1. Talk to the agency first

They won't know there is an issue if you don't tell them. Give them a chance to fix the problem. This is usually the quickest way to resolve a complaint.

2. Use the agency's complaints process

Tell them what happened, why it's wrong and how you think it should be fixed.

3. If you still aren't happy, contact the Ombudsman

If you haven't been able to sort out the problem on your own, give the Queensland Ombudsman a call. We're here to listen. If we can't fix the problem, we'll put you in touch with someone who can.

Top tips

1. Don't leave it too late

Raise your complaint with the agency within a reasonable timeframe. This means the information will still be fresh, the decision-maker is still around and the evidence is recent.

2. Get your facts straight

It is important to be clear about your concerns and the steps you want taken to fix the problem. What is your complaint about? How has it affected you? What outcome do you want?

3. Play by the rules

Every agency has an official complaints process. You can find information about the agency's complaints process from their website or by contacting them.

4. Keep records

It is important to keep copies of any letters or other documents you send or receive. Keep notes about any phone conversations.

5. Follow up

If you have made a written complaint and have not heard anything within a month, you should phone the agency or follow up with a letter or email. Ask them to regularly update you about your complaint.

Making a complaint by phone

- Ask the name and position of the person you raise the complaint with
- Tell them you want to use the agency's complaints process
- Ask how they can help resolve your complaint. If they can't help, ask to speak to a complaints officer or a manager
- Keep your cool – remember to state your complaint clearly and calmly
- Always keep notes of your conversation, including the time and date and the person you spoke to
- If you are unsure of the outcome of the call, follow up with an email or letter



Call the Ombudsman

 Freecall: 1800 068 908

 Interpreter: 131 450