

Complaints Lodgement Form

Complaints should only be lodged if the customer has been unable to resolve their issue or concern informally. Note complainants may be contacted and asked to provide additional information to support their complaint.

Complainant's personal details

When collecting personal information ensure the complainant is provided with the following privacy notice:

The department is collecting your personal information for the purpose of assessing and resolving your complaint. Your personal information will be disclosed within the department only as necessary for the management of your complaint. Your personal details will not be disclosed to any other third party or used for any other purpose without your consent, unless authorised or required by law.

Complainant advised of above privacy notice:	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Title, First name, Last name:					
Postal address or email:					
Telephone or mobile number:					
Preferred method of contact:					
Does the complainant have a special need (e.g. interpreter)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, please specify:</i>				
If you are completing this form on behalf of the complainant, please provide your name and contact details:					
Has the complainant raised the complaint with the department before?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, request documentation from previous contact if available.</i>				
If yes - who did the complainant speak with, what were they told and why are they still dissatisfied?					
For <u>new</u> complaints - what happened, who was involved, when and where did it happen?					
What outcome would the complainant like as a result of their complaint?					
Method by which complaint was received:	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Letter	<input type="checkbox"/> In-person	<input type="checkbox"/> Other
Level (refer to Complaints Management Policy)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3				

Send completed form to Ethics@dtis.qld.gov.au

ODG use only	
Form noted by:	Signature:
Registration No.:	