Client complaints form

Use this form to make a complaint about the Department of Justice and Attorney-General's (DJAG) delivery of services or our actions. You can also use our contact details to provide us with a compliment about the way we do business or your satisfaction about the services we provide.

Before you fill in this form, please read the Out of Scope information to see if there is a better way to lodge your complaint. *For example, you cannot use this form to complain about a Court or Tribunal outcome, a faulty product, or the way a business has treated you.*

1. To make a complaint fill in the form below:

Your details	
First name	
Last name	
Do you need help to make a complaint?	☐ Yes ☐ No
If you under 18 years old, how old are you?	
Do you need someone to help you to tell us what happened?	☐ Yes ☐ No
What is their name?	
Have they said it is ok for us to contact them?	☐ Yes ☐ No
If yes, how do we contact them?	
Do you need an interpreter?	☐ Yes ☐ No
If yes, which language?	
How would you like us to contact you? (e.g. email / mobile / letter)	
Your contact details	
Email address	
Telephone (home or mobile)	
Unit number	

Street number	
Street	
Suburb	
Post code	
Your complaint	
What happened that you are unhappy with?	
When did it happen?	
Where did it happen?	
Do you think what happened is a breach of your privacy?	☐ Yes ☐ No ☐ Unsure
Do you think what happened is a breach of your human rights?	☐ Yes ☐ No ☐ Unsure
If yes, which human right?	
Do you think what happened is a breach of your rights as an affected victim under the Charter of Victims' Rights?	☐ Yes ☐ No ☐ Unsure
If yes, which Charter right?	
What outcome are you seeking?	
Have you raised this complaint before?	☐ Yes ☐ No
If yes, when did you raise it?	
Do you have a reference number from when you raised the complaint before?	

2. You can lodge your complaint with us by:

Post	Postal details
	Department of Justice and Attorney-General *Attn: (business area if known)* GPO Box 149 Brisbane Qld 4000
Email	**Email address**
	Email thecomplaints form to Mailbox@justice.qld.gov.au
In person	**Bring your completed form to our office**
	Find our contact details here.
Phone	**Phone us for assistance**
	Find our contact details here.

3. Once you have made a complaint, what happens next?

We will take your complaint seriously.

We have **3 business days** from when the right area receives your complaint to contact you to tell you:

- that we received your complaint
- your reference number/s for the complaint, and
- the timeframes we expect to have resolved your complaint.

We will contact you using the option you selected (e.g. email, phone or letter).

If you haven't told us the best way to contact you, we will still contact you using the contact information you have provided.

4. We will keep in contact with you

After the first time you hear from us, **we will keep in contact with you to gain additional information** or advise if there has been a change in timeframe.

5. We will advise you once we have finalised your complaint.

Once an outcome has been finalised, we will advise you of:

- the outcome
- what the outcome means

- why we have made the decision
- any changes that have been made to the way we do business because of the issues we raised, and
- what to do next if you are not happy with the outcome.

Your privacy – how we handle your information

DJAG is collecting your personal information for the purposes of identifying and dealing with your complaint in accordance with our *Client complaints management policy*.

Your personal information will be disclosed to the relevant agency/s, integrity body or statutory body to investigate and respond to your complaint.

Every effort is made to ensure your complaint is only provided to the correct business area, but in some circumstances the receiving area may need to send your complaint to another business area in the department.

Your personal information will not be provided to any person you are complaining about, unless specifically required to ensure your complaint is appropriately dealt with.

Limited personal information may be used for related research, policy or planning functions. Unless authorised or required by law, your personal information will not otherwise be disclosed to any other third party without your consent.

The department's processes ensure that your personal information remains protected in accordance with the *Information Privacy Act 2009* (Qld) and DJAG's Privacy plan.