



# Complaint form–Queensland Revenue Office

## 1. Information for complainants

A complaint should only be lodged if you have been unable to resolve your issue or concern informally. Complainants may be contacted and asked to provide additional information to support their complaint.

*Note:* We may be unable to fully investigate and/or resolve complaints that are lodged anonymously.

## 2. Personal details

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	_____ <input type="checkbox"/>
Family name					
Given names					

## 3. Contact details

Postal address			
	Postcode		
Email			
Contact telephone number			
Preferred contact method	<input type="checkbox"/> Telephone	<input type="checkbox"/> Letter	<input type="checkbox"/> Email
Preferred contact time	<input type="checkbox"/> 8am–11am	<input type="checkbox"/> 11am–2pm	<input type="checkbox"/> 2pm–5pm

## 4. Complaint details

Client number (if known)	
Transaction number (if applicable)	
Company name (if applicable)	
What is your complaint about?	<input type="checkbox"/> Duties <input type="checkbox"/> First home owner grant <input type="checkbox"/> Land tax <input type="checkbox"/> Payroll tax <input type="checkbox"/> Royalties <input type="checkbox"/> Payments <input type="checkbox"/> Other, please specify _____ _____ _____

Details of complaint

Attach any documentation that supports your complaint.

## 5. Acknowledgement

All the information provided above is true and correct to the best of my knowledge.

Signature

Date

## 6. Privacy notice

We will only use the information collected on this form to resolve your complaint, and access will only be provided to authorised officers.

In the event that your complaint is unresolved and you request an external review, your details will be disclosed to the relevant external agency (for example, the Queensland Ombudsman, the Queensland Human Rights Commission) for the purposes of the review. Your personal information will not be disclosed to any other organisation unless required by law.

### Send your completed form by post or email to:

- Complaints Officer  
Queensland Revenue Office  
PO Box 15931  
City East Qld 4002
- [qro.feedback@treasury.qld.gov.au](mailto:qro.feedback@treasury.qld.gov.au).