Our contact details

You can make a complaint to your local service centre, regional office or the department's Complaints Unit in person, by telephone, email or post.

Service centre or regional office

Visit **www.csyw.qld.gov.au** or telephone **13 QGOV (13 74 68)** for service centre and office locations.

Your service centre is:

Your regional office is:

Translating

The Australian Government provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is available 24 hours a day, seven days a week. Call TIS for help with reading information written in English.

Telephone: **131 450**

If you are deaf, or have a hearing or speech impairment, and need assistance with making a complaint, contact the National Relay Service, NRS, on **1300 555 727.**

Complaints Unit

Email: feedback@communities.qld.gov.au

Telephone: 1800 080 464 (free call)

Online complaints form:
www.csyw.qld.gov.au/contact-us/compliments-complaints

In person: contact us to arrange an appointment

Postal address: Complaints Unit, Locked Bag 3405, Brisbane Qld 4001

Other key complaint contacts

Office of the Public Guardian:
1800 661 533 or SMS 0418 740 186

Queensland Civil and Administrative Tribunal:
1300 753 228
Email: enquiries@qcat.qld.gov.au

Crime and Corruption Commission:
1800 061 611
Email: mailbox@ccc.qld.gov.au

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A guide to making a complaint

Queensland Government

Our commitment to you

Our department aims to deliver the best possible service to Queenslanders. If you find a service has been unacceptable to you, we want to know and learn from it. We will work with you to assess your complaint in a transparent, consistent and impartial way.

Often the quickest and easiest way to address your concerns is to talk directly with your local service centre or regional office.

If you remain dissatisfied, we can work together to help address your concerns through our Complaints Unit.

Complaints process

Step 1 Making a complaint

Most complaints can be quickly resolved at a local level. Usually the place to start is by contacting your local service centre or regional office using the contact information at the end of this brochure. Talk to the person you have been working with or ask to speak to their manager. Every effort will be made to resolve your complaint.

Some complaints are easily managed, others may require further investigation. If this is the case, we will let you know how long this may take. We will keep you informed during the investigation and you can check on its progress at any time. When the investigation is completed, we will send a letter to you with details of the outcome.

There may be times when you would prefer to lodge your complaint with the department's Complaints Unit. If this is the case, please refer to the contact details at the end of this brochure.

Step 2 Internal review

When you have received an outcome from step one, and if you are unhappy with the process of the investigation, you can contact the Complaints Unit. The Complaints Unit may review how your complaint was managed.

Step 3 External review

If you are not satisfied with the response after steps one and two, you may wish to contact the Office of the Queensland Ombudsman for an external review. The ombudsman investigates complaints about Queensland Government departments and local councils.

Telephone **1800 068 908**,
visit **www.ombudsman.qld.gov.au** or
email **ombudsman@ombudsman.qld.gov.au**.