

# Complaint form

Your feedback is important to us. If you are unhappy with us, we want to make it easy for you to let us know. You can complete this form, or submit your complaint online at <https://www.treasury.qld.gov.au/about-treasury/contact-us/>

Your details				
First name:				
Last name:				
Are you a current employee of Queensland Treasury?	Yes	No		
Are you submitting this complaint anonymously?	Yes	No		
Are you submitting this complaint for someone else?	Yes	No		
Their first name:				
Their last name:				
What is your postal address?				
	Suburb		Postcode	
Telephone number:				
Email address:				
How would you like us to contact you?	Telephone	Letter	Email	

About your complaint		
Does your complaint involve a breach of privacy?	Yes	No
<p><i>A privacy complaint is a complaint about Queensland Treasury not complying with its obligations under the Information Privacy Act 2009 concerning your personal information.</i></p>		
What impact has the suspected privacy breach had on you?  <i>* Complete this part only if this complaint involves a suspected breach of privacy.</i>		
Have you raised this complaint before?	Yes	No

When did it happen?			
Where did it happen?	Over the phone	Online	Other:
Who are you unhappy with?			

## Lodgement

You can lodge your completed form and any attachments by:

- posting a hard copy to: Queensland Treasury, GPO Box 611, Brisbane, QLD, 4001
- emailing it to the Treasury Complaints mailbox: [treasury.complaints@treasury.qld.gov.au](mailto:treasury.complaints@treasury.qld.gov.au)
- Calling us on 13 74 68 (13QGOV)

We take your complaint seriously and will contact you to keep you up to date.

What happened?		
Why do you think this is unfair or wrong?		
What would you like us to do?		
Have you attached any documents in relation to your complaint?	Yes	No
Do you want us to return these documents to your address?	Yes	No

We will acknowledge your complaint within 5 business days and aim to respond within 20 business days of receipt of your complaint. If we cannot provide a resolution within 20 business days, we will advise you of the status of your complaint, the anticipated timeframe for resolution, and the reasons for any delays in resolving your complaint.

## Your privacy

Queensland Treasury (Treasury) is collecting your personal information for the purposes of investigating and dealing with your Complaint. For these purposes, your personal information may be disclosed to Treasury officers and others engaged by Treasury to assist it with your Complaint (e.g. legal advisors). Your personal information will be used for the purposes of investigating and dealing with the issues raised in your Complaint, and for administering, monitoring, auditing, evaluating and improving the handling of Treasury's complaints and delivery of services. Your personal information will not be disclosed to a third party, other than as referred to above, without your consent, unless required or authorised to do so by law.

**RESET FORM**