

Client 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 www.justice.qld.gov.au

Your details			
First name:			
Last name:			
Are you under 18 years old?	Yes	No	If yes, how old are you?
What is your postal address?			
	Suburb		Postcode
Phone number:	Home	()	Mobile
Email address:			
How would you like us to contact you?	Telephone	Letter	Email

About your complaint	
Are you a current employee of DJAG making this complaint?	Yes No
Does your complaint involve a breach of privacy?	Yes No
Does your complaint involve a breach of your human rights?	Yes No Not sure
Which human right(s) do you think were breached? Read about the protected human rights here: www.qld.gov.au/humanrights	
Have you raised this complaint before?	Yes No
When did it happen?	/ /
Where did it happen?	over the phone at the counter online other:
Who are you unhappy with?	



What happened?	
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What would you like us to do?	
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Lodgement	What happens next?
<p>You can lodge your completed form and any attachments by:</p> <ul style="list-style-type: none"> posting a hard copy to: Department of Justice and Attorney-General Attn: Include name of business area (if you know it) GPO Box 149 Brisbane QLD 4000 using our online complaint form at www.justice.qld.gov.au visiting us in person or calling us — you can find contact details on our website. 	<p>We will contact you within five working days of receiving your complaint to let you know what we will do and the expected time it will take to investigate your complaint.</p> <p>We take your complaint seriously and will contact you to keep you up to date.</p>

Your privacy

The Department of Justice and Attorney-General (DJAG) is collecting your personal information for the purposes of identifying and dealing with your complaint, in accordance with the Department’s Client Complaint Management Policy. Your personal information may be forwarded to the business unit or region relevant to your complaint so your complaint can be addressed. Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. Any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint.