

# Talk to Us

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We appreciate your feedback. Our clients are important to us and we care about the services we provide.

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## **Our Vision**

To be Queensland's best provider of trustee and administration services.

## **Our Mission**

To deliver a full range of professional, accessible and reliable trustee, financial and related services in a supportive, compassionate and ethical manner.

## **About The Public Trustee**

We deliver a range of specialist services to the Queensland community including:

- Enduring Powers of Attorney
- Deceased Estate Administration
- free Will making
- property sales
- financial administration for people with incapacity.



## **We welcome your feedback**

**Do you have feedback about our products and services, or a complaint you would like resolved?**

In the first instance, we encourage you to speak with the staff member who has been assisting you.

If your concerns remain unresolved, please phone or write to the Regional Manager of your local Public Trustee Office. The contact details for our Regional Offices are listed on the back of this brochure.

If you have further concerns you can contact us to lodge a complaint by either:

**Phoning:** 1800 014 536  
Monday to Friday  
8:15am – 5:00pm

**Emailing:** [clientenq@pt.qld.gov.au](mailto:clientenq@pt.qld.gov.au)

**Writing to:** The Public Trustee  
GPO Box 1449  
BRISBANE QLD 4001

When you lodge a complaint with us, we will ask you about the matter and your preferred contact details. We will then undertake an assessment of the complaint. The appropriate staff member will respond to you by phone, email or letter.



## Further **assistance**

If you require further assistance in relation to your complaint you can contact the Queensland Ombudsman's Office.

The Queensland Ombudsman investigates the actions of Queensland Government agencies, local councils and universities to ensure they act fairly and make the right decisions for Queenslanders.

**Phone:** 1800 068 908

**Email:** [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

**Visit:** [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

## Protecting your **privacy**

The Public Trustee collects and manages personal information in the course of performing its activities, functions and duties in accordance with the *Public Trustee Act 1978* (QLD). We respect the privacy of the personal information held by us. The way in which The Public Trustee manages personal information is governed by the *Information Privacy Act 2009* (QLD).

This means there are restrictions on how we can use, and when we can disclose, your personal information. When you supply us with your personal information as part of providing us with feedback or lodging a complaint, we will generally use this information only to assist us to address your concerns.

We generally do not disclose your personal information outside of The Public Trustee unless we are required to do so by law or unless you have given us your consent to such disclosure. If you would like to read our Privacy Statement, please visit our website at [www.pt.qld.gov.au](http://www.pt.qld.gov.au)



# Contact Us

## Your nearest Public Trustee Office

### **Brisbane**

07 3213 9288

### **Bundaberg**

07 4181 0800

### **Brendale**

07 3142 1900

### **Cairns**

07 4040 7300

### **Gladstone**

07 4962 1100

### **Ipswich**

07 3432 6611

### **Mackay**

07 4969 4600

### **Maryborough**

07 4183 0900

### **Mount Isa**

07 4764 0500

### **Nambour**

07 5444 9400

### **Redcliffe**

07 3817 9100

### **Rockhampton**

07 4999 3600

### **Southport**

07 5588 5333

### **Sunshine Coast**

07 5314 1800

### **Toowoomba**

07 4631 8100

### **Townsville**

07 4753 0111

We also offer a range of outreach services in other areas of Queensland. Phone us to find out about your nearest service centre.

**1300 360 044**

**twitter**  @PTrusteeQLD

**[www.pt.qld.gov.au](http://www.pt.qld.gov.au)**

**Queensland  
Wills  
Week**

