

Resolving Complaints

What should you do if you are not satisfied with our response to your complaint?



If you feel that your concerns have not been addressed, the following options are available to you:

- You may contact the officer nominated in the response to your complaint to seek further clarification or information
- You may lodge your complaint, or ask for your complaint to be lodged, with the Public Trustee's Complaints Officer
- You may request an internal review of the original decision or of the response to your complaint by the Public Trustee. An internal review will examine the original decision and the internal practices used to reach the decision in light of new information or concerns that you have. If an internal review is approved by the Public Trustee, it will take a minimum of 28 working days.
- If you wish to request an internal review, please provide a letter to the Complaints Officer with your written reasons for requesting the review, the decision you wish to have reviewed and outlining your concerns. Please direct your letter to:

The Complaints Officer

Public Trustee

PO Box 1449

BRISBANE QLD 4001

or

complaints@pt.qld.gov.au

- If you are not able to put your reasons in writing, please contact the Complaints Officer on 1800 014 536, Monday to Friday, 8:15am – 5pm, to make other arrangements to record your concerns.
- After consideration of your reasons for the request, the Public Trustee will make a determination as to whether or not an internal review should be conducted. You will be advised whether an internal review will be conducted within 15 working days of receiving your request.
- You may make a complaint to the Queensland Ombudsman's office about the administrative processes of the Public Trustee. The Queensland Ombudsman's office can be contacted on (07) 3005 7000 or 1800 068 908 or by email ombudsman@ombudsman.qld.gov.au.
- You may make an application:
 - to the Queensland Civil and Administrative Tribunal seeking the Tribunal give advice, directions or recommendations to the Public Trustee as administrator or seeking a review of the appointment of the Public Trustee as administrator; or
 - to the Supreme Court for a judicial review of a decision of the Public Trustee.

Further information about the Public Trustee is available at www.pt.qld.gov.au