



# How to make a complaint

Queensland Public Trustee



Easy English

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.

## About this book



This book is from the Queensland Public Trustee.



This book is about how you can make a **complaint**.



A complaint is when

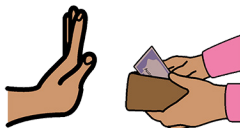
- you are **not** happy with our service



- you tell us the reason why



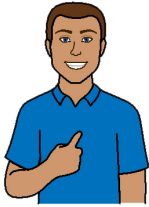
- you tell us to do something about it.



It is free to make a complaint.

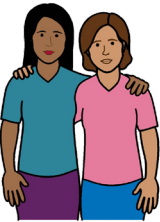
## What can the complaint be about?

Your complaint must be about something we have done to



- you

or



- a person you want to help.

Your complaint can also be about something we have **not** done.

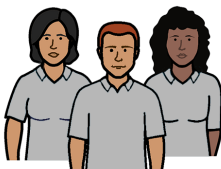


For example, if we forgot something.

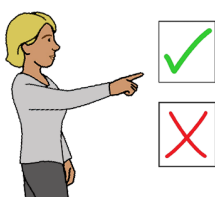


Your complaint can be about

- our service



- our staff



- a decision we made.

## Who can make a complaint?



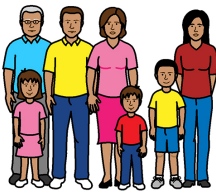
Anyone has the right to make a complaint.



You can make a complaint yourself.



You can also ask a person you trust to make a complaint for you.



A person you trust could be

- a family member



- a friend

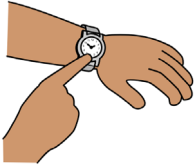


- a support worker



- someone else.

## What happens when you make a complaint?



If you tell us you are **not** happy we will try to help you right away.



We will check

- what the problem is



- what we can do better.



We may ask you for more information.



What you tell us is **confidential**.

Confidential means we will only tell other people if

- you say **yes**

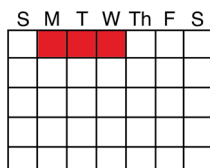


or

- the law says we must.



## How long will it take to get an answer?



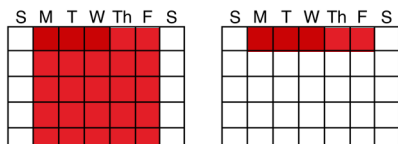
When you make a complaint we will contact you within **3 work days**.



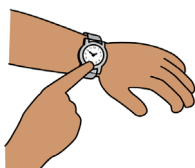
We will say that we got your complaint.



We will let you know how much time we need to give you an answer.



We normally need **30 work days** to give you an answer.



If we need more time we will let you know.



If we **cannot** help you we will let you know who else you can contact.

# How to make a complaint

## Contact your officer



The best way to make a complaint is to contact an officer you already know.

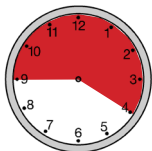
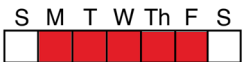


If you are **not** happy with the answer you can ask to talk to a manager.

## Call our complaints team



Call 1800 014 536



Monday to Friday 9 am to 4 pm.

## Use our online form

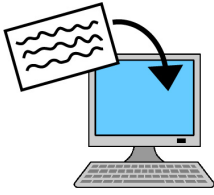


Website

[pt.qld.gov.au/contact/contact-us/how-we-manage-complaints](http://pt.qld.gov.au/contact/contact-us/how-we-manage-complaints)



## Email us



Email [complaints@pt.qld.gov.au](mailto:complaints@pt.qld.gov.au)

## Write to



Complaints Officer  
The Public Trustee  
GPO Box 1449  
Brisbane QLD 4001



Our staff can help you make a complaint.



If you need help with English we can find an **interpreter** for you.



An interpreter can speak your language.



You can keep your name secret when you make a complaint.



It is better if you tell us your name.

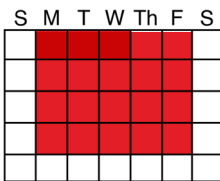
## If you are still not happy



You can ask us for an **internal review**.



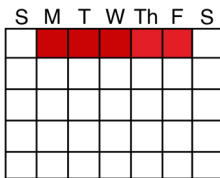
Internal review means another staff member will check if you got the best possible answer.



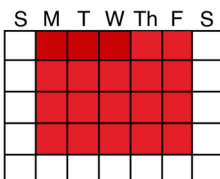
You have **20 work days** after our answer to ask for an internal review.



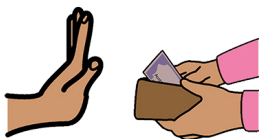
We can say **no** to an internal review.



We will let you know within **5 work days** if we can review your complaint.



If we say **yes** we might need **20 work days** to give you a new answer.



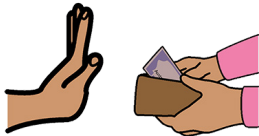
The internal review is free.

## Other people who can help you

### Queensland Ombudsman



You can contact the **Ombudsman** if you are **not** happy with our answer.



The Ombudsman helps people with complaints for free.



Call 1800 068 908



Website [ombudsman.qld.gov.au](http://ombudsman.qld.gov.au)



Write to Queensland Ombudsman  
GPO Box 3314  
Brisbane QLD 4001

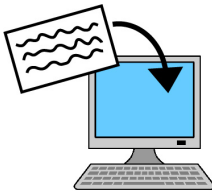


## Customer Advocate

You can contact our **Customer Advocate**.



The Customer Advocate checks that our service is fair.



Email

[customer.advocate@pt.qld.gov.au](mailto:customer.advocate@pt.qld.gov.au)



You can read more on our website.



Website

[pt.qld.gov.au/other-services/customer-advocate](http://pt.qld.gov.au/other-services/customer-advocate)

# Human Rights Commission



The **Human Rights Commission** can help people get their rights.



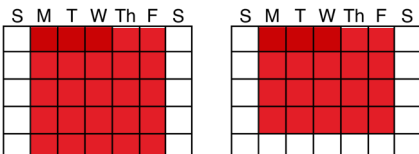
You can contact the Human Rights Commission if you think we act against your rights.



You can also contact the Commission if

- you have made a complaint

and



- you still have **no** answer from us after **45 work days**.



Call 1300 130 670



Website [qhrc.qld.gov.au](http://qhrc.qld.gov.au)

## More information

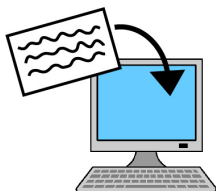


For more information contact the Queensland Public Trustee.

## Contact our complaints team



Call 1800 014 536



Email [complaints@pt.qld.gov.au](mailto:complaints@pt.qld.gov.au)



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



Write to The Public Trustee  
GPO Box 1449  
Brisbane QLD 4001



### If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



### If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)

Give the relay officer the phone number you want to call.

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