

Complaint Form

Note: Fields marked with an asterisk () are required fields.*

Section 1 - Complaint

Describe your complaint, giving us sufficient details to enable us to investigate it.*

Please attach a separate page if necessary.

Have you discussed your concern with a departmental officer?* Yes No

If yes, please enter the name and location of the person you have been dealing with.

What do you believe should happen to resolve your complaint?

Section 2 - Your contact details

The following details will help us investigate your complaint and provide you with a response.

Name: _____

How would you prefer us to contact you? Phone Email Post

Phone: _____ Email: _____

Postal address: _____

Please advise if you have a disability or other special need:

If it is necessary, do you give consent to provide your personal information to a relevant third party for the purpose of resolving your complaint? Yes No

Signed: _____ Date: _____

Privacy statement: The Department of Environment and Resource Management is collecting the personal information on this form for the purpose of investigating and responding to your complaint. Your personal details will not be disclosed to any third party without your consent unless required to do so by law.

Making a complaint

Our aim is to provide you with high quality service delivery. We value your feedback to help improve our efficiency and effectiveness.

If you are not satisfied with our service delivery, services, products, decisions or actions and you have not been able to resolve the matter with our staff, you can lodge a complaint.

How to make a complaint

To make a complaint please select one of the following options:

Mail

Send this completed complaint form or a letter to:

Manager
Customer Referral Centre
Regional Service Delivery
Department of Environment and Resource Management
GPO Box 2454
Brisbane Qld 4001

Online

- Use the online complaint form:
<http://www.derm.qld.gov.au/contactus/complaints.php>
- Email the department: dermcomplaints@derm.qld.gov.au

In person

Contact one of our business centres:

www.derm.qld.gov.au/contactus/businesscentres.html

Telephone

Phone the department on 13 7468 (13QGOV).

Assistance to make your complaint

If you are deaf or have a hearing or speech impairment, you may contact the National Relay Service: <www.relayservice.com.au> or telephone 133 677 (TTY/Voice) 1300 555 727 Speak and Listen (SSR).

If you require an interpreter, you may contact Translating and Interpreting Service (TIS) National: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/ or telephone 131 450.

If you need any other assistance please contact us using the contact details above.

Resolving your complaint

All complaints are dealt with in accordance with the Complaints Management Policy and Complaints Management Procedure.

We aim to resolve your complaint within 20 business days. However, more complicated issues may take longer. If necessary, we will contact you within 20 business days and advise you of the timeframe for a response.

When we have investigated your complaint, we will contact you to advise you of the outcome of the investigation.

Independent review

If you are not satisfied with DERM's formal processes, you can contact the Queensland Ombudsman's Office: <www.ombudsman.qld.gov.au> to request an independent review of the issues raised.

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