

Your complaint's journey

with Queensland Public Trustee

Queensland Public Trustee is committed to enhancing and protecting the rights, dignity and interests of our customers. Queensland Public Trustee values the benefits of effective complaint handling.

We believe you should be able to provide feedback (both positive and negative) about our services and the way we provide them.

1 Not happy with something we've done?

Everyone has a right to complain.

A complaint can be made to any employee of Queensland Public Trustee in person, by phone, email, letter or by visiting our website.

You can also call our complaints line on:

 **1800 014 536**

or email us at:

 **complaints@pt.qld.gov.au**



Our staff will try to resolve your complaint as soon as possible.



Our staff can assist you to make a complaint. Please let us know how we can best help you.

If you would like to read our customer complaint management policy, please ask for a copy or visit our website at www.pt.qld.gov.au

2 What happens now I've complained?



We will treat your complaint confidentially.



A staff member who handles complaints will acknowledge your complaint within **3 working days**.



They will assess your complaint and may contact you to ask for more information.



If the complaint falls outside the scope of our complaints policy, you may be referred to another agency.



The officer will review any file notes, policies, procedures and legislation to understand the background of the situation.

3 How long will it take to get an answer?



Sometimes there is a lot of information for the complaints handling officer to review.



When we get your complaint, we will let you know within **3 working days** how much time we need to respond.

We normally need up to **30 working days** to respond to your complaint. We normally respond to privacy complaints within **45 working days**.



If there is a delay in handling your complaint, the officer will let you know.

4 I'm not happy with the answer — what can I do now?

If you are not satisfied with the response to your complaint, you can request an internal review within **20 working days**.

We will let you know within **5 working days** if an internal review will be undertaken.

We aim to have the internal review completed within **20 working days** and will let you know if we need longer.

To discuss your options for an internal review you can call our complaints line **1800 014 536**.



If you are still not happy with the outcome of the internal review, you can contact the Queensland Ombudsman for an independent external review. For further information phone **1800 068 908** or visit their website www.ombudsman.qld.gov.au

If you have made a Human Rights complaint to us and have not received a response in **45 working days**, or are unhappy with the outcome, you can contact the Human Rights Commission on **1300 130 670**.

You may make an application to the Queensland Civil and Administrative Tribunal seeking the Tribunal's advice, directions or recommendations to the Queensland Public Trustee, or seeking a review of our appointment as administrator. Further information can be found at www.qcat.qld.gov.au.

We will also let you know if there is someone else you can contact.