

1 Not happy with something we've done?



Everyone has a right to complain.

A complaint can be made to any employee of the 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.



If you need assistance completing your complaint form, please ask for help.

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?



Your complaint will remain confidential.

A staff member who handles complaints will acknowledge your complaint within **5 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.



If the issues in your complaint are assessed as simple, you can expect a response within **20 working days**.



If the issues in your complaint are assessed as complex, you can expect a response 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 the decision or outcome does not seem reasonable, you can request an internal review by a different staff member. The review will take at least **45 working days**.

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 Public Trustee, or seeking a review of our appointment as administrator. Further information can be found at www.qcat.qld.gov.au