

Office use only
Registration Number:



Complaint Form—Office of State Revenue

1. Information for complainants

A complaint should only be lodged if you have been unable to resolve your issue or concern informally.

Complainants may be contacted and asked to provide additional information to support their complaint. If you lodge an anonymous complaint we may be unable to investigate it (are you sure you wish to lodge your complaint anonymously?)

*Fields marked with an * must be completed

2. Personal details

Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> _____
*Family name					
*Given name					

3. Contact details

Postal address			
		Postcode	
Email			
Contact telephone number			
Preferred contact method:	<input type="checkbox"/> Telephone	<input type="checkbox"/> Letter	<input type="checkbox"/> Email

4. Complaint details

*Have you lodged a complaint about this issue before?	<input type="checkbox"/> No	<input type="checkbox"/> If yes, when:
*Have you lodged your complaint to any other agency?	<input type="checkbox"/> No	<input type="checkbox"/> If yes, to whom
*Please tick what area your complaint is about	<input type="checkbox"/> Duties <input type="checkbox"/> Payroll Tax <input type="checkbox"/> Land Tax <input type="checkbox"/> First Home Owner Grant <input type="checkbox"/> Community Ambulance Cover <input type="checkbox"/> Client Contact Centre <input type="checkbox"/> Investigations <input type="checkbox"/> Other, general please specify: _____ _____	

5. Complaint summary

* When it happened

* Where it happened

* Who was involved

* What happened (details of your complaint)

Attach any documentation that supports your complaint

6. Acknowledgement

All the information provided above is true and correct to the best of my knowledge.

Signature

Date

7. Privacy notice

Queensland Treasury will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers. In accordance with the *Information Privacy Act 2009*, your personal information will not be disclosed to any other organisation without your consent except as authorised by law.

Office use only

Received by

Position

Date

Complaint lodged

 In person Post Email

Referred to Designated Officer

Date

Notes