



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. *Note: We may be unable to fully investigate and/or resolve complaints that are lodged anonymously.*

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 with any other agency?	<input type="checkbox"/> No	<input type="checkbox"/> If yes, who?
What area does your complaint concern?	<input type="checkbox"/> Client contact centre <input type="checkbox"/> Duties <input type="checkbox"/> First home owner grant <input type="checkbox"/> Investigations <input type="checkbox"/> Land tax <input type="checkbox"/> Payroll tax <input type="checkbox"/> Royalties <input type="checkbox"/> Other, please specify: _____	

5. Complaint summary	
When did it happen?	
Where did it happen?	
Who was involved?	
What happened? (Provide 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

We will only use the information collected on this form to resolve your complaint, and access will only be provided to authorised officers.

In the event that your complaint is unresolved and you request an external review, your details will be disclosed to the Queensland Ombudsman for the purposes of the review. Your personal information will not be disclosed to any other organisations unless required to do so by law.

Office use only			
Received by			
Position		Date	
Complaint lodged	<input type="checkbox"/> In person	<input type="checkbox"/> Post	<input type="checkbox"/> Email
Referred to Designated Officer		Date	
Notes			