

## Registry Complaint Form

If you disagree or are dissatisfied with the decision, you are encouraged to seek independent legal advice about your options, including any appeal rights you may have. General information about QCAT appeals can be found at [appealing a QCAT decision](#).

This form is for complaints about the QCAT Registry and Staff Mediators only. For all other complaints please refer to the [Complaints Policy and Procedure \(Members, Adjudicators and Justices of the Peace\)](#).

### What is your complaint about? (please tick):

- Conduct of a registry staff member
- Conduct of a QCAT staff mediator
- Registry processes or procedures
- Provision or quality of service
- Breach of privacy in handling the information you placed to QCAT.

Do not use this form if you are dissatisfied with a QCAT Decision.

### 1. YOUR CONTACT DETAILS

**Preferred titled:**

Mr  Mrs  Miss  Ms  Other

**Last name:**

**First name/s:**

**Postal address:**

**Suburb:**

**Postcode:**

**Telephone number:**

**Email address:**

## 2. COMPLAINT DETAILS

Does your complaint concern an existing QCAT Matter?

Yes  No

If yes, please include the names of the parties, the QCAT matter reference number and any relevant dates.


Have you raised a complaint about this matter before?

Yes  No

If yes, please tell us **who** you spoke to and **when, what** you were told and **why** you are dissatisfied. Please attach any documentation you have from your previous contact. Use a separate sheet if needed.


## 3. COMPLAINT SUMMARY

For **NEW** complaints please tell us **what** business area you are making a complaint about; **when** and **where** it happened; **who** was involved; **what** action/s you are complaining about; list copies of any documentation supporting your complaint; grounds of your complaint (why the action is wrong); and how you have been affected. Use a separate sheet if needed.


#### 4. OUTCOME

Please advise of your proposed outcome in this complaint.


#### 5. SIGN AND DATE HERE

The information in this form is true to the best of my knowledge.

**Signature:**

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**Date:**

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#### 6. LODGEMENT

You can lodge your completed form and any attachments in the following ways:

**Post:** Executive Director  
QCAT  
GPO Box 1639  
Brisbane QLD 4000

**Email:** [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)

**Fax:** 07 3221 9156

**In person:** Level 9, 259 Queen Street, Brisbane

#### 7. YOUR PRIVACY

The Queensland Civil and Administrative Tribunal (QCAT) is collecting your personal information for the purpose of identifying and managing your complaint. QCAT's Complaints Policy requires this collection. Any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint. Your de-identified information may be used for reporting, statistical analysis and publication.