

## Customer Complaint about the Office of the Land Access Ombudsman

This form can be used to make a complaint about the services or practices of Office of the Land Access Ombudsman or our staff, or to make a privacy complaint about the way the Office has handled your personal information.

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

Your complaint will be acknowledged promptly and you will be given information about the expected timeframes for progressing your complaint. You may also be asked to provide additional information to support your complaint.

For information about our complaints process, refer to our Customer Complaints Management Policy located on our website at [www.lao.org.au/our-policies](http://www.lao.org.au/our-policies). If you need help or further information about making complaint, you can contact us on 1800 717 550 (toll free from landlines).

YOUR DETAILS	
<b>Name</b>	Title: _____ Given name/s: _____ Surname: _____
<b>Company name (if applicable)</b>	_____
<b>Mailing address</b>	Street or PO Box: _____
	Suburb: _____ State _____ Postcode: _____
<b>Telephone number/s</b>	Landline: _____ Mobile: _____
<b>Email address</b>	_____
<b>Preferred method of contact</b>	<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Letter <input type="checkbox"/> Other, please specify  What is the best time during the day for us to contact you?
<b>Please identify if you are one of the following</b>	<input type="checkbox"/> Landholder <input type="checkbox"/> Resource company employee/contractor <input type="checkbox"/> Member of the public <input type="checkbox"/> Other - <i>Please give details</i>

COMPLAINT DETAILS	
<b>What is your complaint about?</b>	<input type="checkbox"/> Information privacy breach <input type="checkbox"/> Our policies or procedures <input type="checkbox"/> Our staff <input type="checkbox"/> Communication <input type="checkbox"/> Information <input type="checkbox"/> Site visit <input type="checkbox"/> Other - <i>Please briefly identify the nature of your complaint</i>
<b>Have you lodged a complaint about this issue before?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No  <i>If yes, please give details</i>

<b>Have you lodged your complaint with any other agency?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<i>If yes, please give details</i>

### TELL US ABOUT YOUR COMPLAINT

**Explain what your complaint is about**

Tell us:  What happened  When & where did it happen  Who was involved *Please add extra pages if necessary*

**What outcome are you seeking by making this complaint to us?**

**Check box if you have attached documentation to support your complaint**

### ACKNOWLEDGEMENT

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

Signature

Date:

### PRIVACY NOTICE

We will only use the information collected on this form to resolve your complaint. Please note this may require your personal information to be disclosed to the officer/s concerned and any relevant third parties.

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.

**Please return this form to us:**

**By Post:** Reply Paid 87700, PO Box 15148, CITY EAST QLD 4002

**By Email:** [corporate@lao.org.au](mailto:corporate@lao.org.au)

For assistance, please phone 1800 717 550 (toll free from landlines) or visit [www.lao.org.au](http://www.lao.org.au).

**OFFICE USE ONLY**

<b>Receiving Officer</b>	
<b>Action Officer</b>	
<b>Position</b>	
<b>Complaint lodged</b>	<input type="checkbox"/> Telephone <input type="checkbox"/> In person <input type="checkbox"/> In writing

Notes: