

Public Trustee Complaints Process



What does the Public Trustee do?

The Public Trustee provides financial administration and funding services to Queenslanders. This includes managing the financial affairs of adults under an administration order.

Can you make a complaint to the Public Trustee?

Yes. If you are unhappy with the service or actions taken by the agency or its staff, you can submit a complaint with the agency. For instance, if you have not been allowed access to your financial information.

How can you make a complaint?

The first step should be to contact the staff member or case officer you have been dealing with to express your concerns. It may be that there is confusion or lack of communication which can be resolved straight away. If you are unhappy with the response and you feel that your concerns have not been properly addressed, you can lodge a formal complaint. The complaint may be verbal (over the phone) or in writing or via the Public Trustee's online complaints form.

How to contact the Public Trustee:



1800 014 536 (complaints line Monday to Friday, 9am to 4pm)



complaints@pt.qld.gov.au



Complaints Officer, The Public Trustee
GPO Box 1449, BRISBANE QLD 4001

How long will it take for the Public Trustee to handle your complaint?

Once the Public Trustee receives your complaint, it will be recorded and assessed. The time it takes for you to receive a response will depend on the nature of your complaint. The Public Trustee will acknowledge your complaint within five business days. If your complaint is assessed as a simple complaint, you will receive an answer within 20 business days. If your complaint requires investigation, you will receive an answer after 45 business days. The Public Trustee will tell you if there is a delay in responding to your complaint.

What can you do if you are unhappy with the outcome?

If you are unhappy with the outcome, you can progress your complaint further by requesting an internal review of your complaint. The Public Trustee will decide within 15 business days whether to approve your request for an internal review. If your internal review is approved, your complaint will be examined by an independent experienced officer. You will receive an answer to your internal review after 45 business days.

If you are still not satisfied with the outcome you can take your complaint to the Queensland Ombudsman. The Ombudsman's role is to investigate complaints about the actions and decisions of Queensland public agencies and their staff that may be unlawful, unreasonable, unfair, improperly discriminatory or otherwise wrong.

How to contact the Ombudsman:



1800 068 908 OR (07) 3005 7000



ombudsman@ombudsman.qld.gov.au



Queensland Ombudsman
GPO Box 3314, BRISBANE QLD 4001



www.ombudsman.qld.gov.au

If you believe that the Public Trustee has breached your human rights and you are not satisfied with their response to your complaint or you have not received a response within 45 business days, you may make a complaint to the Queensland Human Rights Commission.

How to contact the Human Rights Commission:



1300 130 670



enquiries@qhrc.qld.gov.au



www.qhrc.qld.gov.au



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