

Public Trustee Complaints

This fact sheet is for people who have the Queensland Public Trustee appointed to make financial decisions for them, and want to understand the complaints process.

What does the Public Trustee do?

The Public Trustee can provide financial administration services to Queenslanders with impaired capacity. This can include managing a person's money and/or property.


Can you make a complaint to the Public Trustee?

Yes. If you are unhappy with the service or actions taken by the Public Trustee or its staff, you can submit a complaint. For example, 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 trust officer you have been dealing with to express your concerns. It may be that there is confusion or a lack of communication which can be resolved straight away. If you are unhappy with the response and you feel your concerns have not been properly addressed, you can lodge a formal complaint. The complaint may be verbal (over the phone), given in writing, or using the Public Trustee's online complaints form.

How to contact the Public Trustee

 [1800 014 536](tel:1800014536) (complaints line open 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 gets your complaint, it will be recorded and assessed. The time it takes for you to get a response will depend on the nature of your complaint. However, the Public Trustee will acknowledge your complaint within five business days.

If your complaint is assessed as a simple complaint, you will get an answer within 20 business days. If your complaint needs an investigation, you will get 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 asking for an internal review of your complaint. The Public Trustee will decide within 15 business days whether an internal review will be done.


If they go forward with an internal review, your complaint will be looked at by an independent experienced officer. You will get an answer to your internal review after 45 business days.


The Queensland Ombudsman


If you are still not happy 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.

Contact the Queensland Ombudsman:

 [1800 068 908](tel:1800068908) or [\(07\) 3005 7000](tel:0730057000)

 ombudsman@ombudsman.qld.gov.au

 Queensland Ombudsman
GPO Box 3314, Brisbane QLD 4001

 ombudsman.qld.gov.au



The Human Rights Commission

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

Contact the Human Rights Commission:

 [1300 130 670](tel:1300130670)

 enquiries@qhrc.qld.gov.au

 qhrc.qld.gov.au



We are here to help

If you would like more information or legal advice about financial administration and the Public Trustee, please contact us.

 [1300 130 582](tel:1300130582)

 qai@qai.org.au

 qai.org.au



This fact sheet has been written by Queensland Advocacy for Inclusion (QAI). This publication is for general information only. It must not be relied on as legal advice. You must seek legal advice about your own particular circumstances.