

Client feedback form cont'd

4. Would you like a reply? No Yes

If you would like us to respond to your complaint, compliment or suggestion, please provide your contact details below:

Name:

Address:

Telephone:

Email:

Date:

Thank you for your feedback

Privacy statement

The information you give us in this form will be used to identify and deal with your complaint or compliment, in line with our complaints and feedback policy.

Legal Aid Queensland (LAQ) administers grants of legal aid and also provides legal representation for clients.

Administration of grants of aid

If your complaint relates to a grants function of LAQ, your personal information will not be given to any other person or agency unless you give us permission or we are required by law.

Legal representation

If your complaint is about a legal matter in which a LAQ solicitor is assisting a client, we generally will have a professional obligation to provide your personal information to our client.

Service issue

If your complaint is about the conduct of a Legal Aid Queensland staff member or agent, your personal information may be provided to the person you are complaining about if it is required to ensure your complaint is investigated or if it is required to ensure your complaint is dealt with fairly.

Your local Legal Aid Queensland office

BRISBANE

44 Herschel Street
BRISBANE Q 4000

BUNDABERG

2nd Floor, WIN
Tower
Cnr Quay & Barolin Streets
BUNDABERG Q 4670

CABOOLTURE

Ground Floor,
Kingsgate
42 King Street
CABOOLTURE Q 4510

CAIRNS

Ground Floor,
Equity Central
46 Spence Street
CAIRNS Q 4870

INALA

Level 1
Inala Commonwealth Offices
20 Wirraway Parade
INALA Q 4077

IPSWICH

97 Brisbane Street
IPSWICH Q 4305

MACKAY

Ground Floor
17 Brisbane Street
MACKAY Q 4740

MAROOCHYDORE

Ground Floor, M1 Building
1 Duporth Avenue
MAROOCHYDORE Q 4558

MOUNT ISA

Trustee House
18 Miles Street
MOUNT ISA Q 4825

ROCKHAMPTON

Ground Floor
35 Fitzroy Street
ROCKHAMPTON Q 4700

SOUTHPORT

1st Floor
100 Scarborough Street
SOUTHPORT Q 4215

TOOWOOMBA

1st Floor
154 Hume Street
TOOWOOMBA Q 4350

TOWNSVILLE

3rd Floor Northtown
280 Flinders Street Mall
TOWNSVILLE Q 4810

WOODRIDGE

1st Floor, Woodridge Place
Cnr Ewing Road & Carmody St
WOODRIDGE Q 4114

1300 65 11 88

www.legalaid.qld.gov.au



Complaints?
Compliments?
Suggestions?

Tell us what you think
We value your feedback!





We are interested in hearing what you think about our services — it helps us improve what we do.

Your feedback — complaints, compliments and suggestions — is welcome and we take it seriously.

How can I give feedback?

You can make a complaint, compliment or suggestion by completing this form and sending it to:

Legal Aid Queensland
GPO Box 2449
Brisbane Qld 4001

You can also drop your form in to any of our 14 offices around Queensland.

Complaints, compliments and suggestions can also be made by:

- completing our on-line form at www.legalaid.qld.gov.au
- calling 1300 65 11 88 and talking to one of our staff members
- writing to us at the above address.

Indigenous Queenslanders can call the Indigenous Hotline on 1300 650 143.

I want to make a complaint. Who else will know about it?

Your complaint is confidential and will only be discussed with the people directly involved to resolve any problems.

Need extra help?

If English is your second language, you can contact us through the Translating and Interpreting Service (TIS) on 13 14 50. TIS will organise an interpreter in your language and will connect you to Legal Aid Queensland.

If you have a hearing impairment, please call the TTY service on (07) 3238 3023.

If you need help making a complaint, you can call us on 1300 65 11 88 or visit one of our offices and speak to a customer service officer.

These are confidential and free services.

What if I'm unhappy with how my complaint is handled?

If you are not happy with how we have handled your complaint, you can contact the State Ombudsman to ask for an independent review by calling (07) 3005 7000 or 1800 068 908 (toll free) or by emailing ombudsman@ombudsman.qld.gov.au



Client feedback form

1. Which service, staff member or office are you commenting on?

2. When did you have contact with us?

3. Please write your comments in the space below

Say what you would like to see happen as a result of your issue