

Complaint Lodgement Form

1. INFORMATION FOR COMPLAINANTS

- Before lodging a complaint, you should contact EWOQ to discuss your concern. Where possible, they will take steps to resolve the matter directly with you.
- Standard complaints may take up to 30 working days to finalise.
- Complex complaints may take up to 70 working days to finalise.
- Once you lodge the complaint, it will be referred to a complaint officer who will investigate your complaint and contact you with an outcome.
- During the investigation, the complaint officer may contact you to obtain additional information to support the complaint.

2. PERSONAL DETAILS

***Fields mark with an * must be completed.**

Title: Mr Mrs Ms Miss Male Female

*What is your last name(s)?

*What is your first name(s)?

3. CONTACT DETAILS

What is your current residential address?

* What is your mailing address? (if different to residential address)

Daytime contact number

Mobile phone number

Email address

Preferred Contact Method: Telephone Letter Email Unknown

4. COMPLAINT DETAILS

*Do you believe your complaint involves a breach of privacy? Yes No

*Have you reported your complaint to any other agency? Yes No If yes to whom

*Have you lodged a complaint about this issue before? Yes No If yes, when:

5. COMPLAINT SUMMARY

Please outline what happened, when it happened, where it happened and who was involved? If necessary, attach an extra page to outline the complaint. Any documentation that supports your complaint should also be provided (copies only).

What is your preferred outcome?

6. ACKNOWLEDGEMENT

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

Signature

Date

I am willing to provide feedback on EWOQ's complaint management system. Yes No

7. PRIVACY NOTICE

Our Commitment to You:

We will use the information provided on this form to resolve your complaint. EWOQ may also utilise information obtained in the course of an investigation that may be relevant to your complaint so that it can be managed fairly.

Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. None of the information you provide on this form will be disclosed outside of EWOQ without your permission, unless we are required to do so by law.

7. LODGEMENT

Post a copy of your completed form and any attachments to:

Energy and Water Ombudsman Queensland
PO Box 3640
South Brisbane BC, QLD 4101

Or email to: rti@ewoq.com.au

8. OFFICE USE ONLY

*Receiving Officer:

Position

Date

Complaint lodged: Telephone In person In writing

Complaint included on Complaint Register YES Complaint No. _____

*Referred to Manager

Date

Notes
