

## CUSTOMER DETAILS

Title  Mr  Mrs  Ms  Miss

First name \_\_\_\_\_ Last name \_\_\_\_\_

Are you a  Worker  Employer  Levy Payer  Council/Private Certifier  Other \_\_\_\_\_

Business name (if applicable) \_\_\_\_\_

Postal address \_\_\_\_\_

Phone number \_\_\_\_\_ Email \_\_\_\_\_

Preferred method of contact  Phone  Email  Post

## COMPLAINT DETAILS

Have you raised this issue with QLeave before?

No  Yes - *If yes, please provide details of why you were dissatisfied with QLeave's earlier response.*

Please provide details of your complaint outlining what happened, when it happened, who was involved and how it has affected you. Any documentation that supports your complaint should also be provided (*copies only*).

Tell us what you would like to happen to resolve your complaint.



## ACKNOWLEDGEMENT

All the information I have provided on this form is true and correct to the best of my knowledge.

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

If you are lodging this form electronically, type your name in the signature field.

## WHAT TO EXPECT

QLeave will try to resolve your complaint as quickly as possible. You can assist us by providing as much detail as possible on this form. We will acknowledge receipt of your complaint within two working days and aim to respond to your complaint within 15 working days. For more complex complaints requiring further investigation it may take longer to process your request and QLeave will keep you informed of progress.

## LODGEMENT

### APPLICATION WITH NO SUPPORTING DOCUMENTATION

If you have completed this form electronically and are not supplying any supporting documentation, you can send your complaint form by email to QLeave by clicking the lodgement button below. QLeave recommends that you save a copy of your completed form for your own records before clicking the lodgement button. Alternatively you can send your completed form to QLeave by fax or post, or by sending your own email to [yoursay@qleave.qld.gov.au](mailto:yoursay@qleave.qld.gov.au) and attaching the completed form.

[Click here to LODGE YOUR COMPLAINT with QLeave](#)

### APPLICATION WITH SUPPORTING DOCUMENTATION

If you are providing supporting documentation, send your completed form and paperwork to QLeave by fax, email or post.

**Fax:** 07 3212 6844

**Email:** [yoursay@qleave.qld.gov.au](mailto:yoursay@qleave.qld.gov.au)

**Post:** PO Box 512, Lutwyche Q 4030



**PORTABLE  
LONG SERVICE  
LEAVE**

Level 4, Lutwyche City, 543 Lutwyche Rd, Lutwyche Q 4030  
PO Box 512, Lutwyche Q 4030 | **Freecall** 1800 803 491  
**Email** [yoursay@qleave.qld.gov.au](mailto:yoursay@qleave.qld.gov.au) | **Web** [www.qleave.qld.gov.au](http://www.qleave.qld.gov.au)

