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Complaint form

This form is **ONLY** for complaints about QCAT registry staff and our services.

DO NOT USE THIS FORM IF YOU ARE DISSATISFIED WITH A TRIBUNAL DECISION.

If you disagree or are dissatisfied with the decision or outcome in your case, you are encouraged to seek independent legal advice about your options, including any appeal rights you may have. Information about QCAT appeals can be found on our website at [Appealing a QCAT decision](#).

For complaints about a QCAT Member or Adjudicator, please refer to the [Members and Adjudicators Complaints Policy](#).

Fields marked with an asterisk (*) must be completed.

* (required)

Your name

Gordon James Craven

* (required)

Your email

gordon@getmail.com.au

* (required)

Your contact number

0478 598 861

* (required)

What is your complaint about?

Check the appropriate box



Conduct of a staff member



Registry process or procedure



Provision or quality of service



Breach of privacy in handling information you gave to QCAT

Do you have a case number that relates to this issue?

RE: #7404232 - Letter dated 5 June 2025

* (required)

Describe your complaint

Previous enquiry dated 5 May 2025 & 7 May 2025 requested clarification as to if QCAT has jurisdiction under Australian Consumer Law (ACL).

A complaint dated 14 May 2025 was made that stated:

"No response has been received from the two enquiries and it is presumed that they have been ignored".

No response was received regarding that complaint and a review dated 28 May 2025 was requested that stated:

I have not received an official notice of receipt recognising my complaint which I assume should include a reference number, nor have I received any official reply answering that complaint, or indeed the original enquiries.

Please would you conduct a Review and Response to these issues.

A written response to those issues was received on 5 June 2025 from Client Services Team Leader which stated:

Whether QCAT has jurisdiction under the Australian Consumer Law is dependant on a number of factors, and is not a question the Registry can provide advice on.

I now make a NEW complaint regarding that response for the following reasons:

- The response is not in compliance with section 30 of the QCAT Act;
- The stated "number of factors" have not been identified;
- Advising that I should engage my own legal advise is unfair;
- It is unfair because if the Principal Registrar isn't aware of the jurisdiction, she has a number of colleagues in Members and Crown Law at her disposal to find the answer to jurisdiction;
- It is ridiculous that the Tribunal doesn't know what its jurisdiction is;
- I know of no other Court or Tribunal in Australia, that is unaware of its jurisdiction;
- Helyar v Civil and Property Development Consulting Pty Ltd (in liquidation) & Ors [2020] QCAT 465 at (1) and appeal Mathew v Millington [2016] QCATA 202 at [46] provide ACL jurisdiction.
- Why would these two matters not be the current situation regarding ACL jurisdiction;
- Why is it that subsection 12(4)(b) QCAT Act, does not inherently provide ACL jurisdiction.

* (required)

How would you like us to resolve your complaint?

Answer the initial enquiry, and please refrain from confusing the matter by introducing a "number of factors" that are not identified.

The initial enquiry was:

I believe I have a complaint against my landlord under Australian Consumer Law and I am considering an application to QCAT.

However I read on QCAT review, that you may not have jurisdiction under this legislation.

So I am not asking for legal advice, but I am requesting a clarification as to whether QCAT has jurisdiction under Australian Consumer Law?

DATE: 6 June 2025

Submit

Last updated: 4 June 2025