

**RE:** Unsatisfactory QLD Ombudsman Online Complaint Facility.

**ONLINE COMPLAINT:** #74356 - 23 February 2026.

**PROBLEM:** Failure of the Facility to properly record the complaint as per below:

SO HERE IT IS BY EMAIL: On 27 January 2026, I made a complaint via the Department of Customer Services (DCS) regarding a Senior Member of the QCAT establishment.

A copy of that complaint is enclosed at pages **2 & 3** below which states at the bottom:

*"If you've submitted a complaint, the department will acknowledge to your feedback within **3 business days**".*

I did not receive that acknowledgement from QCAT and took it up with DCS "Online Chat" as recommended by DCS. I found the discourse with Online Chat to be misleading and unproductive.

Subsequently I received an explanation from DCS Team Leader as per enclosed at page **4** below. Despite the Team Leader's explanation, I still did not receive acknowledgment of the receipt from QCAT **which is the nub of this complaint fiasco.**

Consequently on 16 February 2026, I made a further complaint to DCS which is enclosed at page **5 & 6** below. I have not received an acknowledgement of that complaint from DCS within the 3 day period, nor have I received the acknowledgement from QCAT.

My original complaint at page **2**, is a most serious matter alleging **DISHONESTY** and **potential criminal activity resulting from factual criminality at a QCAT Hearing.**

This is **NOT** about the fairness of a decision or judgement made by Ms. Fitzpatrick, it is **SPECIFIC** to **MY** right of Procedural Fairness occurring in any decision making process of a Senior Member Barrister, while in the employment of QCAT.

**This is a legislated requirement by subsection 31(1) of the Human Right Act QLD.**

#### **WHAT I EXPECT**

I expect to receive the proper acknowledgement from QCAT that should have originated from my initial complaint (on pages **2 & 3** below) to DCS that I made on 27 January 2026 almost FOUR WEEKS AGO. This date is most important regarding further complaints that may be made regarding QCAT Administration and its Senior Member Fitzpatrick and any legal matters that may follow.

SIGNED

Gordon Craven,

7 Yellow Gully Road,

WOLVI QLD 4570 [gordon@getmail.com.au](mailto:gordon@getmail.com.au) - 0478 598 861 - 23 February 2026



Thank you for contacting the Queensland Government. We've received your feedback and will send it to the appropriate department.

**Reference ID:** OU8LW5VL

**Contact Details:**

How would you like to be contacted?	Email address
Full name:	Gordon James Craven
Email address:	gordon@getmail.com.au
Phone:	(6147) 859-881

**Your Complaint:**

Tell us in a few words about your feedback:	A QCAT Senior Member & Barrister, is alleged to be substantially dishonest.
Tell us in detail about your feedback:	<p>27/01/2026</p> <p>My complaint is regarding Ms. Anne Fitzpatrick a Barrister whilst in the employment of QCAT as a Senior Member, and when purportedly applying Procedural Fairness to an appeal matter APL305-23, it is alleged that Ms. Fitzpatrick has been substantially dishonest in applying that Procedural Fairness.</p> <p>I make a further allegation, that Ms. Fitzpatrick has entered her decision and reasoning regarding the APL305-23 appeal into QCAT Case Law, while knowing that the decision and reasoning has been arrived at without the proper application of Procedural Fairness.</p> <p>Ms. Fitzpatrick's behaviour, is alleged to have breached:</p> <ul style="list-style-type: none"> <li>• The Hearing Rule; and</li> <li>• The Bias Rule; and</li> <li>• The Evidence Rule.</li> </ul> <p>Via the QCAT Administration, Ms. Fitzpatrick has been made fully aware of the alleged dishonesty in no uncertain terms, but refuses to explain it or even deny it, when the highest level of trust and morality is expected from such a person, and also expected from the QCAT Administration presided over by Her Honour Justice Kerri Mellifont of the Supreme Court as President, with Her Honour Judge Geraldine Dann of the District Court being the Deputy President.</p> <p>This is NOT about the fairness of a decision or judgement made by Ms. Fitzpatrick, it is SPECIFIC to a right of Procedural Fairness in any decision making process, of a Senior Member Barrister, while in the employment of QCAT.</p> <p>Moreover, as per the Human Rights Commission publication: Right to a fair hearing (1):          "It applies to all stages in proceedings in any Queensland court or tribunal";          AND</p>



## Queensland Government

“This right applies to procedural fairness, not the fairness of a decision or judgement of a court or tribunal”.

Further details and evidence can be found at <https://Dishonesty.au>

(1) <https://www.qhrc.qld.gov.au/your-rights/human-rights-law/right-to-a-fair-hearing>

Are you providing this feedback on behalf of someone else?

No

If you've raised this with us before, provide your reference number or name of the person you were in contact with:

QCAT Principal Registrar

What is the outcome you want?

Proper Procedural Fairness and justice applied and seen to be applied. APL305-23 decision removed from QCAT Case Law.

## Privacy acknowledgement

I have read and understood the [privacy statement](#)

What happens next?

If you've submitted a complaint, the department will acknowledge to your feedback within 3 business days.

If you don't hear from them in the expected timeframe, you can follow up by accessing the [online chat](#) or by phoning 13 QGOV ([13 74 68](#)) and providing your reference number.

Kind regards

Department of Customer Services, Open Data and Small and Family Business

**From:** No Reply NoReply@smartservice.qld.gov.au  
**Subject:** Response to Feedback Reference: CZ2FPGU5  
**Date:** 10 February 2026 at 1:58 pm  
**To:** gordon@gmail.com.au

NR

Dear Gordon,

RE: Feedback Ref CZ2FPGU5

Thank you for your feedback regarding the follow-up to your QCAT complaint with reference ID: OU8LW5VL, during an online chat with us on 9 February 2026.

After reviewing the details of your feedback and the online chat, I understand that you have requested both an acknowledgment of receipt from QCAT, and the outcome of your complaint. In line with our Complaint Follow-Up process, I have reached out to the Complaints Clearing House Management Office to assist in addressing your concerns. The Complaints Clearing House Management Office will work to ensure that your complaint is handled appropriately and that you receive the necessary updates.

Additionally, I acknowledge that you enquired about accessing your online chat transcripts during our conversation. Please be advised that this request is managed under the Right to Information Act 2009. To access online chat transcripts, please complete the online form available at: <https://www.smartservice.qld.gov.au/services/information-requests/apply>.

Further, I have also reviewed the online chat from a customer experience perspective and have discussed it with the agent involved for coaching and training purposes. This will help us improve our service delivery and ensure a better experience for all our customers moving forward.

Should you have any further questions or require additional assistance, please do not hesitate to contact us, including by phone. If you wish to speak with me regarding this matter, kindly provide a customer service agent with your name and contact number.

Thank you for bringing this matter to our attention.

Please do not respond to this email. This is a no reply email address. If you wish to discuss the complaint further, you can phone 13 QGOV (13 74 68) or visit the Queensland Government website ([www.qld.gov.au](http://www.qld.gov.au)).

**Jai Marcon**

Team Leader (Digital Customer [Smart Service Queensland])

**Customer, Small and Family Business**

Department of Customer Service, Open Data and Small and Family Business  
P 13 QGOV (13 74 68)

International +61 7 3022 6100



Thank you for contacting the Queensland Government. We've received your feedback and will send it to the appropriate department.

**Reference ID:** RVHVoFOV

**Contact Details:**

How would you like to be contacted?	Email address
Full name:	Gordon James Craven
Email address:	gordon@getmail.com.au
Phone:	Not provided

**Your Complaint:**

Tell us in a few words about your feedback:	RE: Feedback Ref CZ2FPGU5
Tell us in detail about your feedback:	<p>I received the following correspondence from your Jai Marcon Team Leader on 10 February 2026:</p> <p>&gt;&gt;&gt;</p> <p>"Thank you for your feedback regarding the follow-up to your QCAT complaint with reference ID: OU8LW5VL, during an online chat with us on 9 February 2026."</p> <p>"After reviewing the details of your feedback and the online chat, I understand that you have requested both an acknowledgment of receipt from QCAT, and the outcome of your complaint. In line with our Complaint Follow-Up process, I have reached out to the Complaints Clearing House Management Office to assist in addressing your concerns. The Complaints Clearing House Management Office will work to ensure that your complaint is handled appropriately and that you receive the necessary updates."</p> <p>&lt;&lt;&lt;</p> <p>regarding YOUR customer service representation :</p> <p>"If you've submitted a complaint, the department will acknowledge to your feedback within 3 business days."</p> <p>Despite the Team Leader's correspondence, I STILL HAVE NOT RECEIVED THE QCAT ACKNOWLEDGEMENT of receiving my complaint!</p> <p>This ridiculous situation is now giving birth to a life of its own, and the complaint is published at: <a href="https://dishonesty.au/assets/files/FITZPATRICK-COMPLAINT.pdf">https://dishonesty.au/assets/files/FITZPATRICK-COMPLAINT.pdf</a></p> <p>PLEASE WOULD YOU ARRANGE FOR QCAT TO PROVIDE THE ACKNOWLEDGEMENT OF THE COMPLAINT I MADE ON 27 January 2026 almost 3 weeks ago!</p> <p>OR do I have to make a complaint to the Ombudsman?</p>
Are you providing this feedback on behalf of	No



someone else?

Where did the matter take place? Online Department of Customer Services

If you've raised this with us before, provide your reference number or name of the person you were in contact with: CZ2FPGU5 - Jai Marcon

What is the outcome you want? PLEASE WOULD YOU ARRANGE FOR QCAT TO PROVIDE THE ACKNOWLEDGEMENT OF THE COMPLAINT I MADE ON 27 January 2026 almost 3 weeks ago!

## Privacy acknowledgement

I have read and understood the [privacy statement](#)

What happens next?

If you've submitted a complaint, the department will acknowledge to your feedback within 3 business days.

If you don't hear from them in the expected timeframe, you can follow up by accessing the [online chat](#) or by phoning 13 QGOV ([13 74 68](#)) and providing your reference number.

Kind regards

Department of Customer Services, Open Data and Small and Family Business