


From: noreply@ombudsman.qld.gov.au 
Subject: Your complaint reference number is: #66239
Date: 10 April 2025 at 9:48 am
To: gordon@getmail.com.au

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Dear Gordon

We have received your complaint. Your reference number is #66239.

An officer will assess the complaint and let you know the outcome of the assessment. Find out more about how we [assess and investigate a complaint.](#)

You can update your complaint online at any time by completing an [additional information form.](#)

Here is a copy of your complaint.

Your complaint is about:

Agency Name	Queensland Civil and Administrative Tribunal
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Your contact details

Title	Mr
First name	Gordon
Last name	Craven
Address line 1	46 Oval Avenue
Address line 2	No response provided
Suburb	Caloundra
Postcode	4551
Country	Australia
Telephone number	0478598861
Email	gordon@getmail.com.au

Your complaint

What happened and when?

RE: Previous Case: Reference No: 2025/00938

FRESH COMPLAINT

This is no longer a complaint about QCAT's deliberative functions, it is a complaint about QCAT refusing to answer complaints to its QCAT complaints system, as suggested by previous Ombudsman complaint.

In fact, that process had already been started as the Timeline shows.

TIMELINE OF EVENTS

1. 17 complaints regarding QCAT that are published on QCAT.Review websites, were made via the Official Queensland Government Complaints Website on 20 January 2025. Complaint site: <https://www.qld.gov.au/contact-us>, who referred it onto QCAT.

Evidence "ACKNOWLEDGEMENT OF COMPLAINT" attached.

	<p>2. The QCAT Assistant Director-General and Principal Registrar emailed 3 separate threatening letters to the Complainant in response to the websites. The letters are dated: 13-01-2025, 27-01-2025, 27-03-2025 and are to be uploaded.</p> <p>3. The websites were amended to reflect QCAT's concerns and QCAT gave itself 70 business days to respond to the 17 complaints by way of an email dated 20 March 2025. SEE: https://qcat.review/assets/files/QCAT-70-DAYS.pdf</p> <p>4. Statistic evidence shows that QCAT has viewed the QCAT.Review complaint websites no less than 139 times since 20 January 2025 up until 7 April 2025. SEE: https://qcat.review/assets/files/QCAT-VISITS-2.pdf</p>
What was the agency or entity's response to your complaint?	<p>QCAT states: "I understand your ongoing concerns but must advise I cannot assist you further. Future correspondence on these issues will not receive a response unless it raises significant new issues warranting attention."</p>
Why do you think the agency or entity's response is wrong?	<p>Despite the 70 business days email notification and the 139 visits to the complaint websites, QCAT now provides this cop-out by emailed letter dated 7 April 2025: QCAT states: "I would advise you that QCAT does not respond to complaints unless they lodged in accordance with our complaint policies. Complaints published on a website will not be actioned".</p> <p>As such, QCAT refuses to properly respond to complaints that were properly made at the Official Queensland Government Complaints Website which were forwarded onto QCAT, as the ACKNOWLEDGEMENT OF COMPLAINT shows.</p> <p>QCAT must have spent a considerable amount of time at taxpayers expense, viewing the complaint websites no less than 139 times. As such, it is not only ridiculous and totally unacceptable that QCAT now refuses to answer the complaints.</p>
How do you want your complaint fixed?	<p>Answer the complaints.</p>
If you have a copy of your original complaint in writing to Queensland Civil and Administrative Tribunal, please attach it here.	<p>ACKNOWLEDGEMENT OF COMPLAINT.pdf (133 KB)</p>
If you received a response in writing from Queensland Civil and Administrative Tribunal, please attach it.	<p>No.4-JAG-#7351750-v2-Gordon_Craven_-_response_07_04_2025.pdf (97 KB)</p>

Another agency

Have you complained to any other Queensland Civil and Administrative Tribunal (QCAT)

agency about this matter?

When did you make the complaint? 20 January 2025

What was the response? As per previously stated and uploaded.

Consent to refer

We may need to send your complaint, including any relevant documents you provide, back to the agency for their action. Sometimes we may need to send it to another agency to review the matter.

Yes

Do you agree to let us do that?

Supporting documents

Other documents that support your complaint

13-01-2025.pdf (426 KB)
27-01-2025.pdf (170 KB)
27-03-2025.pdf (172 KB)

More about you

Do you have a disability that means you need help to access our services? (e.g. sight, hearing, speech)

No

If we need to contact you, and you need an interpreter, please select your preferred language. Using an interpreter is free.

English

Do you identify as Aboriginal and/or Torres Strait Islander?

No

Which age group are you in?

65+

How did you first hear about us? Previous contact with the Queensland Ombudsman

Thank you for your complaint.

Kind regards,

Queensland Ombudsman

P (07) 3005 7000

E ombudsman@ombudsman.qld.gov.au

W ombudsman.qld.gov.au