

## Registry Complaint Form

If you disagree or are dissatisfied with the decision, you are encouraged to seek independent legal advice about your options, including any appeal rights you may have. General information about QCAT appeals can be found at [appealing a QCAT decision](#).

This form is for complaints about the QCAT Registry and Staff Mediators only. For all other complaints please refer to the [Complaints Policy and Procedure \(Members, Adjudicators and Justices of the Peace\)](#).

### What is your complaint about? (please tick):

- ☒ Conduct of a registry staff member
- ☐ Conduct of a QCAT staff mediator
- ☒ Registry processes or procedures
- ☒ Provision or quality of service
- ☐ Breach of privacy in handling the information you placed to QCAT.

Do not use this form if you are dissatisfied with a QCAT Decision.

### 1. YOUR CONTACT DETAILS

#### Preferred titled:

Mr ☒ Mrs ☐ Miss ☐ Ms ☐ Other

#### Last name:

Craven

#### First name/s:

Gordon James

#### Postal address:

46 Oval Avenue

#### Suburb:

Caloundra

#### Postcode:

4551

#### Telephone number:

0478 598 861

#### Email address:

gordon@getmail.com.au

## 2. COMPLAINT DETAILS

Does your complaint concern an existing QCAT Matter?

Yes ☒ No ☐

If yes, please include the names of the parties, the QCAT matter reference number and any relevant dates.

Two enquiries made to QCAT by way its online enquiry form on 5 May 2025 and on 7 May 2025. No response has been received from the two enquiries and it is presumed that they have been ignored.

Have you raised a complaint about this matter before?

Yes ☐ No ☒

If yes, please tell us **who** you spoke to and **when, what** you were told and **why** you are dissatisfied. Please attach any documentation you have from your previous contact. Use a separate sheet if needed.

Copies of the not answered enquiry forms are attached to this complaint.

## 3. COMPLAINT SUMMARY

For **NEW** complaints please tell us **what** business area you are making a complaint about; **when** and **where** it happened; **who** was involved; **what** action/s you are complaining about; list copies of any documentation supporting your complaint; grounds of your complaint (why the action is wrong); and how you have been affected. Use a separate sheet if needed.

Two enquiries made to QCAT by way its online enquiry form on 5 May 2025 and on 7 May 2025. No response has been received from the two enquiries and it is presumed that they have been ignored.

#### 4. OUTCOME

Please advise of your proposed outcome in this complaint.

Answer the 2 enquiries.


#### 5. SIGN AND DATE HERE

The information in this form is true to the best of my knowledge.

**Signature:**



**Date:**

14 May 2025

#### 6. LODGEMENT

You can lodge your completed form and any attachments in the following ways:

**Post:** Executive Director  
QCAT  
GPO Box 1639  
Brisbane QLD 4000

**Email:** [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)

**Fax:** 07 3221 9156

**In person:** Level 9, 259 Queen Street, Brisbane

#### 7. YOUR PRIVACY

The Queensland Civil and Administrative Tribunal (QCAT) is collecting your personal information for the purpose of identifying and managing your complaint. QCAT's Complaints Policy requires this collection. Any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint. Your de-identified information may be used for reporting, statistical analysis and publication.

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# Feedback

You can use the form below to email us.

The Queensland Civil and Administrative Tribunal is collecting your personal information to help us respond to your feedback. Any use of your personal information will be limited to that necessary for resolution and response.

This form is for feedback or [enquiries](#). To make a complaint, please visit our [complaints](#) page.

Your email \* (required)

rextonj3@gmail.com

Weblink of page to which you are referring (if applicable)

https://qcat.review

Your feedback or enquiry \* (required)

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?

Submit

Last updated: 5 June 2023

[About](#) / [Contact us](#) / [Feedback](#)

# Feedback

You can use the form below to email us.

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This form is for feedback or [enquiries](#). To make a complaint, please visit our [complaints](#) page.

Your email \* (required)

rextonj3@gmail.com

Weblink of page to which you are referring (if applicable)

<https://qcat.review>

Your feedback or enquiry \* (required)

I POSTED THE BELOW ENQUIRY ON 5 MAY, I HAVE NOT RECEIVED AN ACKNOWLEDGEMENT OR RESPONSE, PLEASE WOULD YOU DO SO.

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?

**Submit**

Last updated: 5 June 2023