

Complaints Form

1. Your Details

First Name	
Last Name	
Postal Address	
Contact Number	
Email address	

Note: Although anonymous complaints can be accepted, your complaint may not be able to be fully investigated if it is made anonymously.

Special assistance required:

[eg. hearing impaired]

☐

No

☐

Yes

Please specify:

2. Your Complaint

(a) What happened and what are you unhappy with?

(b) When did it happen? _____

(c) Where did it happen? _____

(d) Have you raised this complaint with the FRC before?

No ☐ Yes ☐

If yes, when did you raise it? _____

Do you have a reference number from when you raised the complaint before? _____

3. How to lodge your complaint

This written complaint can be lodged:

By email: complaints@frcq.org.au

By post: Family Responsibilities Commission
PO Box 5438
CAIRNS QLD 4870

In person: 184 Mulgrave Road
CAIRNS QLD 4870

Further assistance:

The National Relay Service (NRS) is available for complainants who are deaf, hard of hearing, or have a speech difficulty. To contact us using the NRS:

TTY (Speak/Type and Read): Call 133 677 and ask for 07 4081 8400

TTY (Speak and Listen): Call 1300 555 727 and ask for 07 4081 8400

TTY (Type and Listen): Call 1800 555 677 and ask for 07 4081 8400

For more NRS call options contact us through your preferred [NRS call channel link](#) and provide the NRS with our phone number 07 4081 8400

Privacy Statement

Personal information is handled in accordance with the Information Privacy Act 2009 (Qld).

The personal information you provide as part of your complaint is collected by the Family Responsibilities Commission (FRC) for the purpose of dealing with your complaint. The FRC may disclose the personal information you have provided to other Queensland Government Agencies, external organisations or individuals where necessary to manage, investigate, resolve or respond to your complaint. The personal information you provide with otherwise only be shared where required or authorised by law.

Providing personal information is voluntary, however if you choose not to provide certain details we may be unable to fully deal with your complaint.

You have the right to access and amend your personal information. To request access to or amendment of your personal information, or further information about how your personal information is handled, please contact the FRC Registrar:

1800 004 973 (free call); 07 4081 8400
frcenquiry@frcq.org.au
184 Mulgrave Road, WESTCOURT Q 4870
PO Box 5438 CAIRNS Q 4870.

For more information see our [Privacy Policy](#).

Office Use Only	
Complaint File Number	
Date FRC Received Complaint	
Complaint Logged FRC Complaints Register ?	Yes/No