

### COMPLETING THIS FORM

- Use BLACK pen only
- Print clearly in BLOCK LETTERS
- DO NOT use correction fluid — any amendments should be crossed out and initialled
- Fields with a \* are mandatory- action will not be taken without this information

**PLEASE NOTE:** All complaint items will be assessed without prejudice considering the interest of fairness to both parties; QBCC is an impartial regulatory commission in these proceedings and does not represent either the complainant or respondent.

Return your fully-completed form and ALL required documents by:

**Post:** GPO Box 5099 Brisbane QLD 4001 **Email:** poolsafety@qbcc.qld.gov.au (all required documents must be scanned and attached)  
**in person:** QBCC Queensland Service Centres are listed on our website.

## SECTION 1

### COMPLAINANT'S DETAILS (person making the complaint)

Please select title   Mr ☐   Mrs ☐   Miss ☐   Ms ☐   Other

Surname

First names

Postal address

Suburb

State    Postcode

Home ph    Alt. ph

Mobile    Fax

Email

### PROPERTY OWNER/RESIDENT'S DETAILS

In order to provide the best possible outcome please provide details of the person/s QBCC inspectors should contact to gain access to the property.

Same as above ☐

Surname

First names

Postal address

Suburb

State    Postcode

Business ph    Mobile

OFFICE ONLY	CRN:	<input type="text"/>	Licence No:	<input type="text"/>
	Receipt amount \$	<input type="text"/>	Receipt No:	<input type="text"/>

### OFFENDER'S DETAILS (Pool safety inspector you are making the complaint against)

Name of business/agency

Name of pool safety inspector (if known)

Surname

First names

Postal address

Suburb

State

Postcode

Business ph

Mobile

If you wish to make a complaint about more than one offender, please provide the details on a separate form.

## SECTION 2

This section is where you provide the details of the allegations you are making about a pool safety inspector or training provider. Please provide as much detail as possible to describe the reasons for making the complaint and events leading up to you making the complaint. We need to know:

## DETAILS OF THE COMPLAINT

What happened?

Address where the incident happened

Witnesses or other parties to the incident (contact details to be included if available)

Any other relevant details

## SECTION 2 (Continued)

Have you taken this complaint to another agency or organisation (e.g. local council)

☐

Yes

☐

No

*If yes, please give details and provide copies of relevant documents received (if applicable).*

Name of agency/organisation

Date of complaint

Is it dealing with your complaint?

☐

Yes

☐

No

Have you discussed your concern with the pool safety inspector?

☐

Yes

☐

No

If yes, what was the outcome of the discussion?

If not, why?

part in mediation?

☐

Yes

☐

No

## SECTION 3

### DOCUMENTATION

Please give us copies (not the original) of any documents that may help us to investigate your complaint (for example, any correspondence or records of conversations you have had with the alleged offender, including their letter of reply).

**Note:** It is an offence under the *Building Act 1975*, and other pertinent legislation within the State of Queensland and the Commonwealth of Australia, to provide false and misleading advice.

I declare that the information contained in, and accompanying, this form is true and correct.

Applicant's full name

Signature

Date

**PRIVACY NOTICE:** The QBCC is collecting the information on this form to assist in the investigation of your complaint, on a confidential basis and in furtherance of an investigation or possible contravention of the law. The information will only be used to investigate your complaint or for surveying purposes to assist the QBCC to improve its services. Please note, however, that:

- some information used in taking disciplinary action against an offender may indicate the origin of the complaint
- supporting evidence provided by you, including documents such as quotations, contracts, invoices etc may be provided to the alleged offender
- in relation to complaints about fitness to hold a licence, details of all allegations must be provided to the alleged offender
- you may be required to give evidence in court
- the information collected may be requested by other government agencies which have certain powers to request this information or disclosed by order of a court or tribunal of competent jurisdiction
- all information held by the QBCC may be subject to application for access under the *Right to Information Act 2009* (the Act). Information may be released in accordance with the Act and QBCC's Right to Information policy.