

# Industrial Registry Complaints Form

Version 1 | Date Effective: 1 November 2023

A written or verbal complaint may be made by, or on behalf of, a person who has been directly affected by the service or action of the Industrial Registry and/or officer of the Industrial Registry. Before making a complaint, please refer to the following:

- Complaints Management System Policy
- Complaints Management System Procedure
- Complaints Management System Framework

## 1. Complainant's Details

<b>Name:</b>	
<b>Postal Address:</b>	
<b>Contact number:</b>	
<b>Email address:</b>	

Special assistance required:  
[eg. hearing impaired]

- No  
 Yes – Please specify: \_\_\_\_\_

## 2. Description of complaint

Briefly outline the details of the complaint – attach another page if more room required

### 3. How to lodge your written complaint

This written complaint may be lodged using the following methods:

**By email:** [girc.registry@girc.qld.gov.au](mailto:girc.registry@girc.qld.gov.au)

**By post:** Industrial Registrar, Queensland Industrial Registry  
GPO Box 373,  
Brisbane QLD 4001

**In person:** Level 21, Central Plaza 2  
66 Eagle Street (Cnr Elizabeth and Creek Streets),  
Brisbane QLD 4000

Personal information is handled in accordance with the *Information Privacy Act 2009*. Information regarding our privacy policy is available on the website - [Privacy | Queensland Industrial Relations Commission](#).

#### **Further assistance:**

The [Translating and Interpreting Service \(TIS National\)](#) is available for complainants who are unable to speak or write in English. They are available on phone **131 450**.

The [National Relay Service](#) is available for complainants with hearing or vision impairments. Contact details are as follows:

NRS Chat:..... [nrschat.nrscall.gov.au](http://nrschat.nrscall.gov.au)  
SMS Relay:..... 0423 677 767  
Voice Relay ..... 1300 555 727  
TTY (Speak/Type and Read) ..... 133 677  
TTY (Type and Listen) ..... 1800 555 677

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