## **Complaint form**

V3 2022



An online complaint form can be completed at www.business.qld.gov.au/liquor-gaming/

Office use only	Submit a complaint about a liquor and/or gaming venue Use this form to submit a complaint about a liquor or gaming venue in Queensland.
	Before completing this form Ensure you read about liquor and gaming venue complaints including the steps you can take to resolve the matter, and what issues are within the jurisdiction of the Office of Liquor and Gaming Regulation (OLGR).
	We encourage you to contact the venue, person, business or organisation before completing this form. Most venues and businesses have internal processes in place to resolve issues brought to their attention, so you may be able to resolve the matter without needing to contact us.
	If your complaint relates to noise please refer to www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/complaints-venues
Section 1 Your details	Title Mr Mrs Ms Miss Other (specify)  First name Last name  Phone number Email address  Your address (required for noise complaints)  Suburb Postcode Postcode
	Have you previously lodged a complaint with OLGR about this matter?  Yes No  Has this incident been reported to another agency or anyone else? Yes No  If yes, which agency or other party?
Section 2 Complaint details	Topic of complaint  Choose one or more.  Adult entertainment  Advertising/promotions  COVID-19  Gaming machines (pokies)  Licensed venue management practices  Minors (e.g. underage drinking or gambling)  Noise  Responsible service of alcohol  Responsible service of gaming  Unlicensed sale and/or supply of liquor  Venue-imposed patron ban  Wagering/betting (e.g. sports betting, online gambling)  Other
Section 3 Premises details	Name of the venue, person, business, or organisation that relates to your complaint

Section 4 Complaint resolution	Tell us about your complaint  What happened (who was involved, what are the issues you are concerned about)? Where did it happen (in which part of the venue, e.g. entrance, main bar, gaming lounge)? When did it happen? Why did the events or issues occur?
	What outcome are you seeking?
	Do you have any evidence to provide, such as documents, photos, or videos?
Section 5 Completion checklist	<ul> <li>I have clearly identified my concerns and included as much relevant information as I can.</li> <li>I have provided details in relation to the venue, person, organisation or other entity that I am complaining about.</li> <li>The information I have provided is a true and correct account.</li> <li>Signature</li></ul>
Section 6 Lodgement details	The completed form along with any supporting documentation or evidence can be lodged via:  Email: liquorcompliance@justice.qld.gov.au  Post: Investigations Branch     Office of Liquor and Gaming Regulation     Locked Bag 180, City East Qld 4002

Please note that the Department of Justice and Attorney-General (DJAG) is collecting your personal information for the purposes of making inquiries or undertaking an investigation into the allegations made. Your personal information will be used to assess your complaint and may be provided to other DJAG officers. In addition, the substance of your complaint may be provided to the entity you are submitting a complaint about to allow the entity an opportunity to respond or remedy your concerns. Your personal information, which will be managed in accordance with the provisions of the *Information Privacy Act 2009*, may also be subject to a Right to Information request. Otherwise your personal information will not be used or disclosed unless authorised or required under a law.