

# Complaint form

V3 2022



Queensland  
Government

An online complaint form can be completed at [www.business.qld.gov.au/liquor-gaming/](http://www.business.qld.gov.au/liquor-gaming/)

<p><b>Office use only</b></p> <p>Date .....</p>	<p><b>Submit a complaint about a liquor and/or gaming venue</b> Use this form to submit a complaint about a liquor or gaming venue in Queensland.</p> <p><b>Before completing this form</b> 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).</p> <p>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.</p> <p>If your complaint relates to noise please refer to <a href="http://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/complaints-venues">www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/complaints-venues</a></p>														
<p><b>Section 1</b> Your details</p>	<p>Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss Other (specify) .....</p> <p>First name ..... Last name .....</p> <p>Phone number ..... Email address .....</p> <p>Your address (required for noise complaints) .....</p> <p>Suburb ..... State <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Postcode <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p> <p>Have you previously lodged a complaint with OLGR about this matter? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Has this incident been reported to another agency or anyone else? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, which agency or other party? .....</p>														
<p><b>Section 2</b> Complaint details</p>	<p><b>Topic of complaint</b> Choose one or more.</p> <table border="0"><tr><td><input type="checkbox"/> Adult entertainment</td><td><input type="checkbox"/> Responsible service of alcohol</td></tr><tr><td><input type="checkbox"/> Advertising/promotions</td><td><input type="checkbox"/> Responsible service of gaming</td></tr><tr><td><input type="checkbox"/> COVID-19</td><td><input type="checkbox"/> Unlicensed sale and/or supply of liquor</td></tr><tr><td><input type="checkbox"/> Gaming machines (pokies)</td><td><input type="checkbox"/> Venue-imposed patron ban</td></tr><tr><td><input type="checkbox"/> Licensed venue management practices</td><td><input type="checkbox"/> Wagering/betting (e.g. sports betting, online gambling)</td></tr><tr><td><input type="checkbox"/> Minors (e.g. underage drinking or gambling)</td><td><input type="checkbox"/> Other .....</td></tr><tr><td><input type="checkbox"/> Noise</td><td></td></tr></table>	<input type="checkbox"/> Adult entertainment	<input type="checkbox"/> Responsible service of alcohol	<input type="checkbox"/> Advertising/promotions	<input type="checkbox"/> Responsible service of gaming	<input type="checkbox"/> COVID-19	<input type="checkbox"/> Unlicensed sale and/or supply of liquor	<input type="checkbox"/> Gaming machines (pokies)	<input type="checkbox"/> Venue-imposed patron ban	<input type="checkbox"/> Licensed venue management practices	<input type="checkbox"/> Wagering/betting (e.g. sports betting, online gambling)	<input type="checkbox"/> Minors (e.g. underage drinking or gambling)	<input type="checkbox"/> Other .....	<input type="checkbox"/> Noise	
<input type="checkbox"/> Adult entertainment	<input type="checkbox"/> Responsible service of alcohol														
<input type="checkbox"/> Advertising/promotions	<input type="checkbox"/> Responsible service of gaming														
<input type="checkbox"/> COVID-19	<input type="checkbox"/> Unlicensed sale and/or supply of liquor														
<input type="checkbox"/> Gaming machines (pokies)	<input type="checkbox"/> Venue-imposed patron ban														
<input type="checkbox"/> Licensed venue management practices	<input type="checkbox"/> Wagering/betting (e.g. sports betting, online gambling)														
<input type="checkbox"/> Minors (e.g. underage drinking or gambling)	<input type="checkbox"/> Other .....														
<input type="checkbox"/> Noise															
<p><b>Section 3</b> Premises details</p>	<p>Name of the venue, person, business, or organisation that relates to your complaint .....</p> <p>Address of the venue, person, business, or organisation that relates to your complaint .....</p> <p>Suburb ..... State <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Postcode <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p> <p>Date of event/visit <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> Time of event/visit <input type="checkbox"/><input type="checkbox"/> : <input type="checkbox"/><input type="checkbox"/> : <input type="checkbox"/><input type="checkbox"/> am pm</p> <p>Have you contacted the venue, person, business or organisation about your complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>														

