



Client complaints form

Use this form to make a complaint about the Department of Justice and Attorney-General’s (DJAG) delivery of services or our actions. You can also use our contact details to provide us with a compliment about the way we do business or your satisfaction about the services we provide.

Before you fill in this form, please read the [Out of Scope information](#) to see if there is a better way to lodge your complaint.

For example, you cannot use this form to complain about a Court or Tribunal outcome, a faulty product, or the way a business has treated you.

1. To make a complaint fill in the form below:





Your details	
First name	Gordon
Last name	Craven
Do you need help to make a complaint?	No <input type="button" value="v"/>
If you under 18 years old, how old are you?	No <input type="button" value="v"/> Your age: 76
<i>Do you need someone to help you to tell us what happened?</i>	No <input type="button" value="v"/>
What is their name?	
Have they said it is ok for us to contact them?	<input type="text" value="Y/N"/>
If yes, how do we contact them?	
<i>Do you need an interpreter?</i>	No <input type="button" value="v"/>
If yes, which language?	
How would you like us to contact you?	<input checked="" type="checkbox"/> Email <input type="checkbox"/> mobile <input type="checkbox"/> letter Other:
Your contact details	
Email address	gordon@getmail.com.au
Telephone (home or mobile)	0478598861

Unit number	
Street number	46
Street	Oval Avenue
Suburb	Caloundra
Post code	4551
Your complaint	
What happened that you are unhappy with?	NOT ENOUGH ROOM ON YOUR FORM Please see attached Complaint: DJAG-Complaint.pdf
When did it happen?	29 August 2023 and onward / See dates in Complaint
Where did it happen?	QCAT Brisbane
Do you think what happened is a breach of your privacy?	No <input type="checkbox"/> details:
Do you think what happened is a breach of your human rights?	Yes <input checked="" type="checkbox"/> details: See Complaint
If yes, which human right?	Sec. 31 Fair hairing <input type="checkbox"/>
What outcome are you seeking?	For someone to address the dishonest and unlawful behaviour. AND Acknowledge the complaints I have made to QCAT and its President which is an ADMINISTRATIVE matter.
Have you raised this complaint before?	No <input type="checkbox"/>
If yes, when did you raise it?	
Do you have a reference number from when you raised the complaint before?	

PRINT



2. You can lodge your complaint with us by:

Post	Postal details
	Department of Justice and Attorney-General <i>Attn: (business area if known)</i> GPO Box 149 Brisbane Qld 4000
Email	Email address
	Email the complaints form to Mailbox@justice.qld.gov.au
In person	Bring your completed form to our office
	Find our contact details here.
Phone	Phone us for assistance
	Find our contact details here.

3. Once you have made a complaint, what happens next?

We will take your complaint seriously.

We will acknowledge your complaint within **3 business days** to tell you:

- that we received your complaint
- your reference number/s for the complaint, and
- the expected timeframes to resolve your complaint.

We will contact you using the option you selected (e.g. email, phone or letter).

If you haven't told us the best way to contact you, we will still contact you using the contact information you have provided.

4. We will keep in contact with you

After the first time you hear from us, **we will keep in contact with you to gain additional information** or advise if there has been a change in timeframe.



5. We will advise you once we have finalised your complaint.

Once an outcome has been finalised, we will advise you of:

- the outcome
- what the outcome means
- why we have made the decision
- any changes that have been made to the way we do business because of the issues we raised, and
- what to do next if you are not happy with the outcome.

Your privacy – how we handle your information

DJAG is collecting your personal information for the purposes of identifying and dealing with your complaint in accordance with our *Client complaints management policy*.

Your personal information will be disclosed to the relevant agency/s, integrity body or statutory body to investigate and respond to your complaint.

Every effort is made to ensure your complaint is only provided to the correct business area, but in some circumstances the receiving area may need to send your complaint to another business area in the department.

Your personal information will not be provided to any person you are complaining about, unless specifically required to ensure your complaint is appropriately dealt with.

Limited personal information may be used for related research, policy or planning functions. Unless authorised or required by law, your personal information will not otherwise be disclosed to any other third party without your consent.

The department's processes ensure that your personal information remains protected in accordance with the [Information Privacy Act 2009](#) (Qld) and [DJAG's Privacy plan](#).



On 29 August 2023 at a hearing of Q1363-23 tenancy dispute, a Tribunal Adjudicator permitted intentionally fabricated and false evidence to be tendered to a Tribunal hearing by a Coronis Real Estate Rentals Property Manager who is located at Minyama on the Sunshine Coast.

The purpose of the fabrication was to dishonestly influence a Tribunal finding, which in fact did dishonestly influence that finding.

Pursuant to [Chapter 5 Part 1 of the Tribunal Legislation](#), providing [false or misleading evidence](#) to the Tribunal is an Offence, and pursuant to [section 126 of the Criminal Code \(Queensland\)](#) fabricating evidence with the intention to mislead a Tribunal, is a Crime.

At the tenancy hearing, having been taken by complete surprise by the fabrication, the tenants (now living in Caloundra), firmly brought it to the attention of the Adjudicator (as recorded in the transcript), that the Property Manager was lying, to which the Adjudicator totally ignored.

Having ignored the tenants, the Adjudicator, in reliance upon the fabricated evidence, and along with an absolutely arrogant display of total ineptitude regarding Australian Consumer Law (which in fact applies to the behaviour of Property Managers and their client property owners), found in favour of the Property Manager and against the tenants.

Fabrication and surprise undoubtedly strikes at the heart of any legal system and threatens the integrity of the Tribunal, to which the Tribunal appears to be unconcerned. Rather than set an example to the real estate rental industry, there is a reluctance to investigate or address the matter via an Appeal.

This injustice has brought substantial grief and severe inconvenience to the age pensioner tenants, in having to prepare, pay for and lodge an Appeal along with multiple submissions required by the Appeal Tribunal's Directions, together with suffering substantial distrust in the Tribunal and incurring the financial loss caused by the dishonesty and arrogant ineptitude, all while the Property Manager and her employer totally refuse to address or explain the illegal and dishonest behaviour in any submission to the Appeal Tribunal or directly to the tenants.

One would think that the Tribunal would take some interest in remedying the situation of a Coronis Property Manager lying to the Tribunal, which Queensland Office of Fair Trading Licensing states to be a matter for Police Investigation.

Not so... and it is now nearing the end of July 2024 (11 months after the Hearing), and the Appeal Tribunal along with its President, remain silent, which the tenants say converts to a couldn't-care-less attitude towards the tenants in their mid seventies, and even the legislation cited above.

The Appeal (APL305-23) was filed on 21 September 2023, and due to Appeal Tribunal inaction a complaint to the Tribunal via its so called “*satisfaction survey 2023-24*” request, was made setting out the dishonest behaviour, which on 27 June 2024, was also copied as a complaint to the Tribunal President who happens to be a Supreme Court Judge.

Timeframes as set out by the Queensland Department of Justice and Attorney-General, in its “*Complaints Policy and Procedure*” for the Tribunal, are as follows:

“The President will, generally, provide a formal acknowledgment of receipt of a complaint within seven (7) working days of receipt. A considered response will ordinarily be forwarded within twenty (20) working days of receipt of the complaint. If it is not possible to respond within that time, a letter will be sent confirming the delay and advising as to the anticipated response time.”

None of this has happened within the timeframes... none!!! And so the injustice continues while an Administrative Black Hole is created by a Supreme Court Judge who seemingly doesn't want to acknowledge or deal with a complaint consisting of allegations of criminal behaviour.

The evidence is absolutely clear and compelling. See Brief of Evidence:

<https://elizablack.coronis.rentals> ALSO See: <https://coronis.rentals>

SIGNED



Gordon Craven

DATE: 26 July 2024