

Making a complaint

The State Library of Queensland (SLQ) affirms and supports the rights of clients and staff to provide feedback and to have complaints heard and actioned.

SLQ is committed to ensuring that all enquiries and complaints are resolved promptly, professionally, and in a fair, objective and equitable manner.

Steps for lodging a complaint with SLQ

1. Before you contact SLQ, think about what the problem is and how you would like it to be fixed. If it helps, write down the main points and any questions you have.
2. There are specific contacts for complaints about:
 - [breaches of privacy](#) – Privacy Contact Officer, c/- Director Corporate Services
 - Public Interest Disclosures – PID Co-ordinator, c/- Director Corporate Services
3. Decide on how you want to contact SLQ – by telephone, email, letter or face-to-face.
4. Stay calm and explain the problem as clearly as possible. Ask questions if there is anything you do not understand.
5. In the first instance you should contact the staff member you have been dealing with. This officer will try to resolve the problem where possible, or the matter may be referred to another more appropriate officer to attempt a resolution.
6. Your complaint may be made orally, however you are encouraged to put your complaint in writing. Complaints in writing can be submitted using our [on-line feedback form](#).
7. Complaints are to be for the attention of the Director Corporate Services, State Library of Queensland, and can be delivered to Level 1, Reception, Cultural Centre, Stanley Place, South Bank; or posted to PO Box 3488, South Brisbane, Queensland, 4101.
8. Ensure copies of all relevant documents are provided.
9. If you are unable to speak or write English, or if you just feel more comfortable speaking or writing in your own language, you will need someone to translate for you when making your complaint. You can ask a relative, friend or someone at work to help you; you can arrange your own translator by calling the Translating and Interpreting Service on 131 450; or you can contact a migrant resource centre or your ethnic community council.
10. Anonymous complaints will be accepted and treated on their merits like any other complaint. However, refusal to supply, or allow disclosure of, certain relevant information may be a significant barrier to either the ability to adequately investigate or resolve a complaint.
11. If you remain dissatisfied with the action taken you are encouraged to refer your complaint to the [Library Board of Queensland](#). The Board will acknowledge receipt of your request and provide you with a response following consideration of the matter.