

Complaints management procedure

Contents

Human Rights	2
1. Associated policy	2
2. Scope	2
3. Procedure	2
3.1 Procedural fairness (natural justice).....	2
3.2 Confidentiality	3
3.3 Receiving and recording a complaint	3
3.4 Assessing and assigning a complaint	4
3.5 Consideration of complaint	5
3.6 Resolution of complaint	8
3.7 Respond to complainant.....	8
3.8 Learn.....	9
3.9 Collection of personal information and privacy	10
3.10 Records management	11
3.11 Detrimental employee records	11
3.12 Internal review	12
4. Approval.....	13
Attachment 1: Complaint acknowledgment template	15
Attachment 2: Complaint outcome template	16
Attachment 3: Acknowledgement of request for internal review template	17
Attachment 4: Internal review outcome template	18
Attachment 5: Guide to undertaking enquiries into complaints	19
Attachment 6: Privacy notice	20

Version Control

Version	Date	Comments
1.0	13 January 2023	Procedure approved by the A/Deputy Director-General, Corporate and Portfolio Strategy

Human Rights

Decision makers must act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to a decision as required by section 58 of the [Human Rights Act 2019](#). The human rights that may be relevant to a decision will depend on the factual circumstances. An act or decision is compatible with human rights if the act or decision does not limit a human right; or limits a human right only to the extent that is reasonable and demonstrably justifiable in accordance with section 13 of the Act.

To assist in complying with the *Human Rights Act 2019*, a human rights compatibility assessment should be completed prior to proceeding with an act or decision and records of the assessment should be retained.

For information on how to conduct a human rights compatibility assessment please refer to the department's Human Rights intranet page. For complex matters, Legal Services may be consulted to provide legal advice on the *Human Rights Act 2019*.

1. Associated policy

This procedure should be read in conjunction with the [Complaints management policy](#).

2. Scope

See section 1 of the Complaints management policy.

3. Procedure

All complaints are to be managed in accordance with section 2 of the Complaints management policy.

The department's complaints management model is as follows:

**Receive and record → Assess and assign → Consider → Resolve → Respond
→ Learn → Report**

3.1 Procedural fairness (natural justice)

The department manages complaints in accordance with the principles of procedural fairness (also known as natural justice). Procedural fairness provides that persons who may be adversely affected by an administrative decision must be provided with:

- notice – any notice must identify the critical issues and contain sufficient information to enable meaningful participation in the decision making process
- a fair hearing appropriate to the circumstances – this means an opportunity to respond or to speak and that any submission is provided to, and genuinely considered by, the decision maker, and
- lack of bias – the decision maker must act impartially in considering the complaint.

3.2 Confidentiality

Persons involved in enquiries into complaints are to maintain confidentiality at all times subject to any legal authorisation or requirements for disclosure and consistent with the principles of procedural fairness.

Section 3.9 of this procedure details the requirements for collecting personal information and privacy.

3.3 Receiving and recording a complaint

3.3.1 Receipt of a complaint

When a complainant contacts the department, the concerns raised should be assessed to determine if:

- they are raising a complaint that should be dealt with under the Complaints management policy, or
- the concerns raised are part of normal interactions between the department and clients or members of the public and if the concerns can be resolved at the point of contact.

A complaint may be submitted through any mode of communication including in person, by telephone, by email, by SMS or by letter. A complaint may be received by any employee of the department.

The department provides a complaint submission form through its website to encourage provision of relevant information. Should an employee receive a complaint by telephone, it is suggested they use the form to record the complaint and gather as much information as possible to assist with resolving the complaint.

Where possible, the employee should verify the information provided with the complainant and ensure all concerns have been identified and recorded accurately to assist with the assessment of the complaint. The following details should be requested from a complainant (noting that some complainants will wish to remain anonymous):

- the complainant's name
- address
- contact details
- whether they have previously raised the concerns
- if they have supporting documentation
- relevant dates, and
- the outcome being sought.

Section 3.9 of this procedure includes a privacy notice for use when collecting personal information from a complainant.

Where the complainant indicates they require assistance with lodging their complaint, such as an interpreter or translator or an advocate, all reasonable assistance should be provided to the complainant. Any cost associated with such assistance is to be met by the relevant division. Advice on accessing services for vision or hearing impairments is available [here](#) and advice on translator and interpreter services is available [here](#).

Complaints may be made anonymously. However, in such circumstances, the department will only deal with anonymous complaints where sufficient information about the complaint is provided.

3.3.2. Recording the complaint

Once an employee has received the complaint, they should forward all information to their DCMO and not take any further action unless otherwise instructed.

The DCMO is responsible for recording the complaint on the division's complaints management register.

The DCMO will assign a reference number to the complaint which should be used in all documentation.

3.4 Assessing and assigning a complaint

3.4.1 Initial assessment

The DCMO is required to conduct an initial assessment to determine if the complaint should be dealt with under the Complaints management policy and this procedure.

The DCMO is required to assess the complaint to determine if it could or may be dealt with under different legislation, policy, or complaint system.

Where such issues are identified:

- the complaint is to be referred immediately to the appropriate area (for example, Human Resources or Integrity Services Unit) for advice, and
- no action is to be taken to deal with the complaint until advised otherwise.

The DCMO is also required to assess the complaint to determine if any human rights are involved in the complaint (refer to Attachment 4 of the Complaints management policy). If guidance is required, DCMOs may wish to contact their Divisional Human Rights Champion.

Each division has an officer nominated as a Human Rights Champion whose role is to assist in embedding human rights into their division as well as problem identification and resolution. Divisional Human Rights Champions have general knowledge of the *Human Rights Act 2019* and the requirements for human rights assessments.

Further information on assessing human rights compatibility and limitations can be found on the Hub. General whole-of-Government information on managing human rights complaints, including 'A Guide to Handling Human Rights Complaints', can be found at [ForGov](#).

Where the DCMO assesses that the complaint is to be dealt with under the Complaints management policy and this procedure, the assessment is to be recorded on the division's complaints management register.

3.4.2 Not a complaint to be dealt with under the policy

Where it is determined that the complaint should be managed under different legislation, policy or complaints system (as listed in Attachment 3 of the Complaints management policy), the DCMO is to advise the complainant of this decision, including how to contact the appropriate area.

The complainant may be advised in the same manner in which the complaint was made (for example, a complaint made by telephone can be responded to by a telephone call) with all contact documented. Consideration should be given as to whether the complainant requires assistance to contact the appropriate area.

3.4.3 Determining the level of the complaint

Where the DCMO determines the complaint should be managed in accordance with the Complaints management policy, the DCMO is to determine the level of the complaint in accordance with section 2.1 of the Complaints management policy.

Factors to consider when determining the appropriate level may include:

- the complexity and/or sensitivity of the concerns raised
- the potential impact on the department of adverse outcomes
- the likelihood of an investigation requiring strong capabilities and experience, including high level analytical skills, and
- the likely level of the decision maker.

3.4.4 Assigning the complaint

Once the DCMO has determined the level of the complaint, the complaint should then be assigned to a decision maker.

When determining which officer should be assigned responsibility as decision maker, the DCMO should consider any known conflict between the complainant and the office or decision maker/ decision maker's staff which the complainant may perceive as bias. Similarly, consideration should be given to any previous complaints made by the complainant which may necessitate assigning a new decision maker to the complaint.

Similarly, consideration should be given to the concerns raised within the complaint when assigning the complaint and, if appropriate, ensuring where possible that the complaint is not referred to a decision maker named in the complaint or a direct or close manager of a person named in the complaint.

The complaint may be forwarded to the decision maker by email, if appropriate, with all provided information attached, as well as advice on the level assigned to the complaint, the timeframes for acknowledgement and resolution and links to the departmental templates for complaint management (refer to Attachments 1 to 4 of this procedure).

The DCMO should record the assignment of the complaint on the division's complaints management register and note the due date for response.

3.5 Consideration of complaint

3.5.1 Consideration of complainant concerns

Upon receipt of a complaint, the decision maker should identify the concerns raised by the complainant in order to give consideration how to address the complaint. Such consideration may require:

- identifying the original decision maker, the relevant legislation, policies and procedures and any previous actions taken in response to the complaint, and
- discussing the complaint with subject matter experts (on a confidential basis) to clarify the concerns or intended outcomes.

It is good practice to document the concerns raised and the steps which may be needed to address the concerns before taking any action. See Attachment 5 of this procedure for guidance.

Where the concerns involve other work units/divisions/agencies, consideration must be given to how enquiries into the complaint will appropriately engage with those areas.

Section 3.5.2 of this procedure provides further information on making enquiries into complaints. The decision maker may also consider whether the complaint is one that can be practically investigated (for example, if the complaint was made a lengthy period after the issue occurred), is already being dealt with in another jurisdiction or by another agency, or appears to be frivolous, vexatious, misconceived or lacking in substance.

3.5.1.2 Consideration of human rights issues in complaints management

When a complaint is received, the complainant may have already identified their complaint is about a breach of their human rights. However, the department is also required to assess all complaints to determine if the complaint engages human rights, as identified in the *Human Rights Act 2019*.

When a human rights component has been identified in a complaint, it will be necessary to determine whether the action or decision being complained about has limited a human right. If a human right has not been limited, then the action or decision is compatible with human rights.

Where an action or decision has limited human rights, consideration must be given to whether the limitation is justifiable and reasonable in the circumstances. The following may need to be considered:

- What law allows the department to limit a human right?
- Is there a relationship between the limit on the human right and the purpose of the limit?
- Does the limitation achieve the department's purpose?
- Are there any less restrictive ways to achieve the same outcome without limiting the human right (or limiting it to a lesser extent) and whether these options reasonably available?
- Does the importance of achieving the department's purpose outweigh the harm caused by limiting the human right?
- Does the action or decision strike a fair balance between the complainant's rights and the department's purpose?

When considering the complainant's human rights against the department's purpose in taking action or making a decision, it should be kept in mind that the stronger the limitation on the complainant's human rights, the stronger the justification needs to be. The department must be prepared to justify that the benefits gained by fulfilling the purpose of the limitation outweigh the harm caused to the human right.

Attachment 4 in the Complaints management policy provides a full list of the 23 human rights and examples of types of complaints that might trigger each right.

Further information on assessing and considering human rights can be found on the Hub. General whole-of-Government information on managing human rights complaints, including 'A Guide to Handling Human Rights Complaints', can be found at [ForGov](#). You may also contact the relevant DCMO.

3.5.2 Enquiries into complaints

The nature of the complaint will determine the type of enquiries that are needed to deal with the complaint. Enquiries may include:

- reviewing documents
- undertaking informal enquiries, and/or
- conducting a formal investigation.

The type of enquiries will be dependent on the nature and complexity of the complaint, legislative requirements and the parties involved in the complaint.

Where practicable and appropriate in the circumstances, the department should actively involve the complainant in the complaints process. This includes working directly with the complainant to resolve the complaint. However, where a complainant wishes to remain anonymous, the department will not actively involve the complainant in the complaints process.

Where a decision maker determines to assign enquiries to a Responsible Officer, it is the decision maker's responsibility to ensure that Responsible Officer has the required capabilities to make the enquiries on their behalf, and that the Responsible Officer has no conflicts of interest in relation to the complainant.

All enquiries must be documented, including file notes of any discussions held with people as part of enquiries (refer section 3.9 of this procedure regarding provision of privacy notices when collecting personal information during the complaint management process).

When undertaking enquiries, it is recommended a plan be prepared identifying the concerns and proposed steps, including persons who will need to be interviewed (refer to Attachment 5 of this procedure for guidance).

Consideration should be given to the need to provide the complainant with an opportunity to respond to preliminary findings before finalising the enquiries, particularly where the preliminary findings may be of an adverse nature. Any response forms part of the record and should be included in the final report.

Similarly, if it appears an adverse finding is likely to be made against an employee through the process, that employee is to be provided with an opportunity to respond to the information before a finding is made. It is recommended the decision maker consults with Human Resources to appropriately prepare and present this advice.

3.5.3 Consideration of business improvements

An essential part of the complaints management system is the ability to learn from complaints and identify opportunities to improve the way the department delivers services. As such, where appropriate, the decision maker should identify where changes may be made to reduce the reoccurrence of similar or other complaints or to improve the accessibility and usability of the department's services.

Identified business improvements are to be recorded on the division's complaints management register which are reviewed by Divisional Heads and senior management to identify and implement continuous improvement opportunities.

Business improvements can range from:

- reviewing and revising local practices and procedures

- undertaking training to ensure a shared understanding and consistent application of processes, and
- a state-wide review of policy and procedure to improve service delivery and customer satisfaction.

3.6 Resolution of complaint

3.6.1 Determining a resolution

If the decision maker had assigned responsibility to a Responsible Officer to make enquiries into the complaint, the completed enquiries or investigation will need to be submitted to the decision maker for consideration.

Where the decision maker has made their own enquiries, the decision maker must document their enquiries, including an analysis of information gathered and their decision.

The decision maker will be required to determine what actions (outcomes) are required to resolve the complaint (including those identified by the complainant) and ensure an implementation plan is devised to address any identified outcomes.

Where a complaint includes a human rights component, and it is determined that the complainant's human rights have been limited in a way that does not meet the requirements of the [*Human Rights Act 2019*](#) the decision maker must give consideration to the appropriate outcome.

3.6.2 Outcome examples

The decision maker is responsible for determining if actions (outcomes) are required to resolve the complaint. Possible outcomes include, but are not limited to:

- an explanation of the original action or decision
- a change of the original decision
- correction of incorrect or misleading records
- formal or informal dispute resolution
- an apology
- policy, procedure or practice review/amendment
- program review
- monitoring compliance
- improved communication, for example regular team meetings, and/or
- staff training or other professional development activity.

3.7 Respond to complainant

3.7.1 Outcome advice to the complainant

The complainant is to be provided with a written advice, which clearly explains the outcome of the enquiries into their complaint.

An outcome advice template is available at Attachment 2 of this procedure.

At a minimum, the advice should include the following:

- the concerns which were examined
- the process/s used to make enquiries into the complaint
- the information which was considered
- the findings which were reached against each concern/allegation
- advice on the outcome/s the complainant sought
- advice on action to be taken (outcome), if relevant
- advice on any business improvements or recommendations, and
- the review rights available to the complainant (internal or external).

In addition to written outcome advice, the department may also provide outcome advice to the complainant in an alternative format (for example, audio recording). Outcome advice in an alternative format will only be provided if requested by a complainant and if it is reasonable to do so in the circumstances.

In relation to a complaint involving human rights, the outcome advice should also include the following, if appropriate:

- whether the department's action or decision has limited the complainant's human right in a way that does not meet the requirements of the *Human Rights Act 2019*, and
- what outcomes will be applied.

Further information on human rights can be found on the Hub. General whole-of-Government information on managing human rights complaints, including 'A Guide to Handling Human Rights Complaints', can be found at [ForGov](#).

3.7.2 Advising the Divisional Complaints Management Officer

The decision maker is responsible for providing the DCMO with a copy of all relevant documentation (including the outcome advice) to allow the DCMO to record the outcome on the division's complaint management register, including storage of associated documentation.

3.8 Learn

3.8.1 Outcome advice to involved internal persons

Where internal persons were involved in enquiries into the complaint, those persons should be provided with outcome advice. For those who provided information, but are not otherwise directly impacted, it is enough to provide advice that acknowledges their participation and advises the process is finalised.

For those persons with a greater involvement, particularly those who participated in the original action or decision that was the subject of the complaint, it is necessary to provide advice on the process, the findings and learnings (including any system changes which will be made as a result of the enquiries).

Where an internal person is the subject of adverse findings (and noting the requirements of procedural fairness as described at section 3.1 of this procedure) the decision maker should consult with Human Resources when preparing the written outcome advice.

3.8.2 Implementing business improvements by divisions

Identified business improvements are to be recorded on divisional complaints management registers and the DCMO is to provide the Divisional Head with quarterly reports to monitor progress of the implementation of the recorded business improvements.

3.9 Collection of personal information and privacy

3.9.1 Personal information

Once it is determined that the complaint falls within the scope of the Complaints management policy, when collecting personal information, a privacy notice must be provided to the complainant and other persons from whom personal information is being collected.

Personal information is defined in section 12 of the *Information Privacy Act 2009* as “information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.”

3.9.2 Privacy notice

A privacy notice is required when an individual who is the subject of the personal information is asked for either the personal information or information of a type that would include the personal information. The privacy notice must be given to the complainant (as well as any interviewed witnesses or persons who are the subject of the complaint if relevant), if practicable, before the collection of the personal information, or as soon as practicable after the collection.

The privacy notice that must be given at the point of collection is as follows:

“The Department of Energy and Public Works is collecting information, including personal information, for the purpose of assessing and resolving this complaint. Your personal information will be given to other persons where necessary to assess and resolve this complaint. Your personal information will not otherwise be disclosed to another entity without your consent, unless authorised or required by law.”

The notice can be provided verbally or in writing, but preferably in writing.

3.9.3 Providing the privacy notice over the telephone

If personal information is being collected from a complainant over the telephone, it is important to:

- take care to explain the privacy notice clearly, and
- ask the complainant if they have understood the privacy notice, and if they would like any part of the notice repeated.

The file note of the discussion should include that the privacy notice was provided to the complainant.

3.9.4 Providing a written notice at interview

If the decision maker or the Responsible Officer is collecting personal information at an interview, that person must:

- give the interviewee the privacy notice at the start of the interview
- explain to the interviewee what is in the privacy notice and ask the interviewee to read the notice before continuing with the interview, and

- endeavour to answer any questions the interviewee has about the privacy notice before the interview continues.

For information about collecting personal information and the privacy notice, contact the department's Right to Information and Privacy Unit on telephone 07 3008 3118 or email rti-privacy@epw.qld.gov.au.

A copy of the privacy note can be found in Attachment 6 of this procedure.

3.10 Records management

All actions regarding the management and resolution of a complaint are to be appropriately documented, including the name of the person creating the record, the date of the events the record relates to and the names of the persons (and roles if applicable) referenced in the record.

All hard copy documentation should be stored on a file in locked storage. All information related to the complaint, whether stored electronically or in hard copy, should be accessible only to persons requiring access due to their role and responsibilities.

A copy of all information relating to the complaint is to be forwarded to the DCMO to be saved on the division's complaints management register.

3.11 Detrimental employee records

Records relating to complaints may include employee records.

As per section 17 of the *Public Service Regulation 2018*, if the department intends to:

- (a) use an employee record about the employee in a way that could reasonably be considered to be detrimental to the employee's interests, or
- (b) place on the employee's employment file an employee record about the employee that could reasonably be considered to be detrimental to the employee's interests

the department must ensure that at least 14 days before taking the action mentioned in (a) or (b) above:

- the employee is given the opportunity to read the record and to acknowledge having read it by initialling it
- the employee is given a copy of the record
- if the employee has refused to read the record or to acknowledge having read it by initialling it, the refusal is noted on the record
- the employee is given the opportunity to respond in writing at any time to the record's contents, and
- any written response by the employee is attached to the record.

If the department reasonably considers that giving the employee access to the record would be likely to prejudice an existing relevant investigation or inquiry, the department is not required to give the employee access to the record until the likelihood of prejudice to the investigation or inquiry ends, or six months after the action in paragraph (a) or (b) above is taken, whichever is the earlier.

The decision maker should consult with Human Resources if they intend to make a decision regarding an employee's records that could reasonably be considered to be detrimental to the employee's interests.

3.12 Internal review

3.12.1 Internal review request

Where a complainant is dissatisfied with the decision taken by the department in response to their complaint, and the complaint has been finalised, the complainant may request an internal review of that decision.

Please note that, per section 3.12.4 of this procedure, internal review rights are not applicable to privacy or human rights complaints.

Any request for an internal review must be submitted within three months from when a complainant is informed of the decision about their complaint.

The request for an internal review should include:

- the department's complaint reference number (if known)
- the decision/s which the complainant is seeking to be reviewed
- the reason/s why the complainant considers the decision/s to be wrong, and
- the outcome the complainant is seeking.

Upon receipt of a request for internal review, the request will be referred to the DCMO for registering, where a reference number will be assigned, and a decision maker for the internal review identified.

The request will be acknowledged within three business days. An acknowledgement template can be found in Attachment 3 of this procedure.

The timeframe for completion of an internal review is 30 business days, however the nature and complexity of the original complaint will determine the timeframe of the review.

3.12.2 Conducting an internal review

An internal review is to be conducted by a person who:

- is independent of and senior to the original decision maker, or
- where the original decision maker assigned the enquiries to a Responsible Officer, senior to the Responsible Officer.

The decision maker for the internal review should consider whether the original decision maker:

- identified and addressed all the relevant concerns
- sought and considered appropriate evidence
- complied with legislative requirements and the department's internal policies and procedures
- made a decision that was reasonably open to be made, having regard to the circumstances and all relevant information, and
- adequately explained the original decision to the complainant.

Should the decision maker determine it is necessary, the complaint may need to be re-investigated.

3.12.3 Outcome advice regarding internal review

Following completion of an internal review, the decision maker is to provide outcome advice to the complainant, including advice on external review rights. An outcome advice template can be found in Attachment 4 of this procedure.

3.12.4 Internal review rights not applicable to privacy or human rights complaints

Internal review rights are not applicable to privacy or human rights complaints.

If a complainant is dissatisfied with the department's resolution of their privacy complaint, or they have not received a response to their privacy complaint within 45 business days, they can lodge a complaint with the Office of the Information Commissioner.

The Office of the Information Commissioner can be contacted on:

Telephone: 07 3234 7373

Email: enquiries@oic.qld.gov.au.

Where the department fails to respond to a [human rights complaint](#) within 45 days, or does not resolve the complaint to the complainant's satisfaction, the complainant may refer their complaint to the Queensland Human Rights Commission for independent resolution.

The Queensland Human Rights Commission can be contacted on:

Telephone: 1300 130 670

Web: [make a complaint](#).

4. Approval

Approved by:

Paige Ridgewell
A/Deputy Director-General, Corporate and Portfolio Strategy

Date: 13 January 2023

Attachment 1: Complaint acknowledgement template

Attachment 2: Complaint outcome template

Attachment 3: Acknowledgement of request for internal review template

Attachment 4: Internal review outcome template

Attachment 5: Guide for undertaking enquiries into complaints

Attachment 6: Privacy notice

Attachment 1: Complaint acknowledgment template

NB: If using this template for a privacy-related complaint, please refer to the department's Right to Information and Privacy Unit to check on timeframes.

NB: If using this template for a human rights complaint, please refer to section 2.6 of the Complaints management policy about timeframes. Further information on human rights can be found on the Hub and [ForGov](#).

NB: If some of the information required to be included in the acknowledgement template is not available within the acknowledgement timeframe, it is recommended that an acknowledgement is provided to the complainant with advice that other information about the management of their complaint will be provided when available.

Reference number: [xxxx]

[Date]

[Complainant contact details]

Dear [complainant details]

I refer to your [letter/telephone call/email/etc] received by [insert name/details of area] on [insert date] regarding your complaint that/about [insert complaint details].

Thank you for raising your concerns.

Your complaint has been registered and the reference number for your complaint is [insert divisional complaint reference number].

Following an assessment of your concerns, it has been determined that your complaint will be dealt with as a Level [select 1 or 2] complaint in accordance with the department's Complaints management policy and procedure.

For your information, the Complaints management policy and procedure can be found on the department's Compliments and Complaints webpage at <https://www.epw.qld.gov.au/contact/complaints-and-compliments>.

Your complaint is being managed by [insert name of contact, position, work area and a contact number].

You will be notified in writing about the outcome of the department's enquiries into your complaint. The department expects to provide you with outcome advice within a maximum of [select 20 or 30 depending on the complaint level] business days from the date your complaint was received.

If you have any questions in the meantime, please raise these directly with [insert name of contact] on telephone number [insert] or by email to [insert email].

Yours sincerely

XXXXXXXXXXXX

Attachment 2: Complaint outcome template

NB: If using this template for a privacy-related complaint, please refer to the department's Right to Information and Privacy Unit to check on timeframes/review options etc.

NB: If using this template for a human rights complaint, please refer to section 2.6 of the Complaints management policy and section 3.12.4 of this procedure about timeframes/review options. Further information on human rights can be found on the Hub and [ForGov](#).

Reference number: [xxxx]

[Date]

[Complainant contact details]

Dear [complainant details]

I refer to your [letter/telephone call/email/etc.] received by the [insert details of area] on [insert date] regarding your complaint concerns that/about [insert complaint details].

In dealing with your complaint, [insert contact officer details] [insert details e.g. obtained information from you, reviewed relevant information and spoke with the employee who was the subject of your complaint].

Information gathered during this complaint process included: [explain information gathered]

Following careful consideration of all available information, I have concluded that [explain outcome].

Accordingly, your complaint is now finalised.

If you are dissatisfied with the decision taken by the department about your complaint, you can request an internal review of this decision by the department within three months from the date of this advice. Your request must explain why you are asking for a review.

A request for an internal review will be considered and a decision made about whether an internal review will be undertaken.

If you have any questions regarding this correspondence, please contact [insert name of contact] on telephone number [insert] or by email to [insert email].

Yours sincerely

XXXXXXXXXXXX

Attachment 3: Acknowledgement of request for internal review template

Reference number: [xxxx]

[Date]

[Complainant contact details]

Dear [complainant details]

I refer to your [letter/telephone call/email/etc] received by [insert name/details of area] on [insert date] requesting an internal review of a recent decision made in response to your complaint.

Your request for an internal review has been registered and the reference number is [insert internal review reference number].

DEPENDING ON THE DECISION TO UNDERTAKE AN INTERNAL REVIEW, INCLUDE EITHER:

A:

Following an assessment of your request, it has been determined that an internal review will be conducted into the department's decision regarding your complaint, in accordance with the department's Complaints management policy and procedure.

The internal review will be managed by [insert name of contact, position, area and a contact number].

For your information, the department's Complaints management policy and procedure can be found on the department's Compliments and Complaints webpage at <https://www.epw.qld.gov.au/contact/complaints-and-compliments>.

It is anticipated that, you will be notified in writing of the outcome of the review within a maximum of [30] business days from the date your request for internal review was received.

OR

B:

The department has assessed your request for an internal review and determined that an internal review is not warranted because (provide reasons e.g. the complainant has not provided new information, the legislation does not allow for another decision).

If you remain dissatisfied with the department's decisions in relation to your complaint and/or request for an internal review, you can request that the department's decisions be reviewed by the Queensland Ombudsman. You can contact the Queensland Ombudsman on:

Telephone: 1300 068 908

Email: ombudsman@ombudsman.qld.gov.au

Web: <https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint>

If you have any questions in the meantime please raise these directly with [insert name of contact] on telephone number [insert] or by email to [insert email].

Yours sincerely
XXXXXXXXXXXX

Attachment 4: Internal review outcome template

Reference number: [xxxx]

[Date]

[Complainant contact details]

Dear [complainant details]

I refer to your [letter/email/etc.] dated [insert date] requesting an internal review of a decision made about your complaint.

In dealing with your internal review, [insert contact officer details] [insert details e.g. obtained information from you, reviewed relevant information and spoke with the employee who was the subject of your complaint].

Information considered during this review process included: [explain information considered].

Following careful consideration of all available information, I have concluded that [explain outcome].

Accordingly, the internal review is now finalised.

If you remain dissatisfied with the department's decisions in relation to your complaint and/or internal review, you can request that the department's decisions be reviewed by the Queensland Ombudsman. You can contact the Queensland Ombudsman on:

Telephone: 1300 068 908

Email: ombudsman@ombudsman.qld.gov.au

Web: <https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint>

If you have any questions regarding this correspondence, please contact [insert name of contact] on telephone number [insert] or by email to [insert email].

Yours sincerely

XXXXXXXXXXXX

Attachment 5: Guide to undertaking enquiries into complaints

Complaint reference no:	Complainant name and contact details (if known):
Complaint summary:	Responsible officer:

Issue	Action required	Resources	Witnesses identified	Timeframes

Attachment 6: Privacy notice

PRIVACY NOTICE

The Department of Energy and Public Works is collecting information, including personal information, for the purpose of assessing and resolving this complaint. Your personal information will be given to other persons where necessary to assess and resolve this complaint. Your personal information will not otherwise be disclosed to another entity without your consent, unless authorised or required by law.

If providing privacy notice in person consider seeking a signature acknowledging receipt of the notice which will require having two copies of the notice available.

Name:

Signature:

Date: