

FACT SHEET:

Resolving complaints

The Queensland Human Rights Commission is committed to delivering quality services that respond to the needs of the community. To help us achieve this, we encourage your feedback on our services.

Sometimes this feedback may be an expression of dissatisfaction about a service, procedure or policy. We will try to resolve your concern as quickly and as informally as possible. However, if we are unable to resolve the issue to your satisfaction you may choose to lodge a formal complaint.

Our complaint process aims to be:

- fair;
- timely;
- easy to use; and
- confidential.

Most importantly, your feedback can help us improve the services we offer the community.

What is a complaint?

A complaint is an expression of dissatisfaction about a service, procedure, practice or policy that is not resolved at the point of service.

What can I complain about?

You can complain about a range of issues including:

- the quality of service we provide;
- our policies and how they are applied;
- an administrative decision;
- the conduct of our staff; and
- human rights obligations.

What matters are not covered by this complaint process?

- public interest disclosures – for this type of complaint, see the Commission's [Public Interest Disclosure Policy](#) on the website;
- corrupt conduct – a reasonable suspicion of corrupt conduct must be reported to the [Crime and Corruption Commission](#);
- complaints by staff – see the internal Employee Complaints Policy;
- decisions under the *Right to Information Act 2009* or the *Information Privacy Act 2009* – these are managed in accordance with the relevant Act.

How can I help you to resolve my complaint?

We encourage you to play an active role in the resolution of your complaint by:

- outlining your complaint as clearly and as accurately as possible;
- providing any supporting documentation that may help us resolve your complaint;
- treating our staff with courtesy and respect.

Do I have to lodge my complaint in writing?

We encourage you to lodge your complaint in writing, however if you are unable to do this our Complaint Coordinator will take all reasonable steps to assist you.

Where can I get a complaint form?

Complaint forms are [available on our website](https://www.qhrc.qld.gov.au/about-us/feedback) at <https://www.qhrc.qld.gov.au/about-us/feedback>. Please do not use the form for making a complaint under the *Anti-Discrimination Act 1991* or the *Human Rights Act 2019*. If you have trouble accessing the internet please contact our office on 1300 130 670 and one of our staff will send you out a form.

Where do I send my complaint?

Complaint Coordinator
PO Box 15565
City East QLD 4002
Phone: 1300 130 670
Email: info@qhrc.qld.gov.au

What happens once I lodge my complaint?

Your complaint will be referred to the Complaint Coordinator who will assess the complaint and decide how to deal with it. The complaint may be allocated to another officer to investigate. During the investigation process the Complaint Coordinator or other officer may contact you to discuss your complaint or request further information.

How long will it take?

We aim to resolve complaints within 30 business days. However, more complex complaints may take longer to resolve. You will receive regular progress reports until the investigation is completed.

We will respond to complaints about breach of privacy and complaints about human rights obligations within 45 business days.

What about my privacy?

Any personal information you supply (such as your name, address, telephone number) will only be used by us to investigate your complaint and communicate the outcomes to you. We will only disclose your information to those areas within the agency that may have information relevant to your complaint so that it can be managed fairly.

None of the information provided will be disclosed outside of this agency without your permission, unless we are required to do so by law.

What if I change my mind?

You may withdraw your complaint at any time and the agency will cease the investigation.

What if I'm still not satisfied?

You may request a review of your complaint by the Deputy Commissioner. If you are still not satisfied you can telephone or write to the [Queensland Ombudsman](#):

Phone: 07 3005 7000 or 1800 068 908 outside Brisbane

Email: ombudsman@ombudsman.qld.gov.au