



Complaints Management Policy

Complaints

We take any complaint about our services seriously. Feedback and complaints are an opportunity for us to improve the way we carry out our work.

You can give us feedback at any time by phoning your review officer or emailing administration@oic.qld.gov.au. At the end of an external review process, applicants are asked to give us feedback in a survey we send out. If however you want to make a complaint, information is provided here about what you can do.

Complaint? – What you can do.

Step 1-- Try to resolve issues informally

To enable us to deal with any complaints promptly, raise your issue with your review officer by phone. If you are unhappy with the response from your case officer, ask to speak to the Assistant Commissioner supervising your application. The Assistant Commissioner responsible for your application knows your file and is best able to help. If they are not available when you call, they will contact you by phone or in writing as soon as possible to try to promptly resolve your issue.

You are encouraged to resolve your complaint informally but, if after contacting both your case officer and the Assistant Commissioner you remain dissatisfied, you may make a formal complaint.

Step 2-- Make a formal Complaint

Formal complaints must be in writing and addressed to:

The Manager, Corporate and Executive Services
Office of the Information Commissioner
PO Box 10143
Adelaide St
Brisbane QLD 4000

Or emailed to: administration@oic.qld.gov.au.

What happens then?

- You will receive acknowledge of your correspondence within 14 days
- The Manager, Corporate and Executive Services, in assessing a complaint may determine the content of the complaint or enquiry requires an investigation. If this occurs, the matter is referred to the First Assistant Information Commissioner
- The First Assistant Information Commissioner will conduct an independent assessment of the content of the complaint and will undertake to resolve the matter and provide a written response and outcome within 28 days
- if after receiving a response to your formal complaint you are still dissatisfied you may request a final review from the Information Commissioner.



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If you believe there has been official misconduct

The Crime and Misconduct Commission has primary responsibility for dealing with complaints about official misconduct. Official misconduct is conduct that could, if proved, be a criminal offence or a disciplinary breach that leads to dismissal.

If you think there may have been official misconduct, write to the CMC at:

Crime and Misconduct Commission
GPO Box 3123
Brisbane Qld 4001

Or email mailbox@cmc.qld.gov.au

Effective Date

July 2009

Legislative Provisions

- *Information Privacy Act 2009*
- OPSC Directive 13/06 Complaint Management Systems
- *Public Service Act 1996*
- *Public Sector Ethics Act 1994*
- *Right to Information Act 2009*