

Advisory service

Our free advisory service is designed to help government organisations improve their administrative practice, decision-making and complaint handling.

Complaints management advice

We can offer:

- Advice about developing effective complaints management systems, including:
 - recordkeeping
 - decision-making
 - complaints management policies

- procedures and frontline complaints handling.
- Advice about effective complaint management.
- Managing unreasonable complainant behaviour.

[Email](#) for more information about this service.

Public Interest Disclosure management advice

We provide advice on how to manage Public Interest Disclosures, including:

- interpreting the *Public Interest Disclosure Act 2010* and the Public Interest Disclosure Standards
- feedback on agency policies and procedures
- deciding if a complaint is a Public Interest Disclosure
- undertaking reprisal risk assessments
- providing support to disclosers
- using the Public Interest Disclosure reporting database, including adding new users and resetting passwords.

[Email](#) or phone (07) 3005 7000 for more information about this service.

Training and resources

Book one of our [training courses](#) or check out our [resources](#).

We also publish a series of newsletters designed for decision-makers in state and local government. [Subscribe](#) today!

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