

# Complaints management framework

## Purpose

This document provides information about how to complain about the Office of the Queensland Ombudsman (the Office).

This framework provides an overview about how we manage complaints made about us. This is known as our complaints management system (CMS).

Our CMS is for complaints about our decisions made under the *Ombudsman Act 2001* or our service. We call these internal review requests and service delivery complaints. It includes all policies, procedures, guidelines and resources we use to manage these complaints.

Complaints made to the Office about Queensland agencies are excluded from our CMS.

## Policy statement

We commit to effectively managing complaints about us. We welcome feedback and complaints about our decisions and actions or inactions to continuously improve our processes and service. We expect our staff to be courteous, helpful, professional and sensitive to diverse needs. We commit to managing complaints about us in a timely, accessible and culturally safe manner.



## Complaints process principles

Principles	Our commitment - we will:
<b>Visible and accessible</b>	<ul style="list-style-type: none"> <li>provide information on our website about how to make a complaint about us, how to request an internal review, and how we manage internal reviews and complaints about us</li> <li>adjust our processes for managing complaints about us and internal reviews, as required, to be accessible to you.</li> </ul>
<b>Responsive</b>	<ul style="list-style-type: none"> <li>promptly acknowledge and respond to complaints about us and internal review requests</li> <li>update you on the progress of your complaint or internal review when required.</li> </ul>
<b>Transparent</b>	<ul style="list-style-type: none"> <li>manage complaints about us and internal reviews in line with our policies and procedures</li> <li>clearly explain the reasons for any decisions we make in response to a complaint about us or internal review request.</li> </ul>
<b>Fair</b>	<ul style="list-style-type: none"> <li>treat all complainants with respect and fairness when they complain about us or request an internal review</li> <li>treat internal review requests and complaints about us fairly and objectively, protecting your privacy and confidentiality.</li> </ul>
<b>Accountable</b>	<ul style="list-style-type: none"> <li>promptly give feedback to employees on improvements that arise from complaints about us and internal reviews</li> <li>implement improvements arising from complaints and internal reviews.</li> </ul>

### For more information, see:

- [Code of conduct](#)
- [Internal review requests procedure](#)
- [Service delivery complaints and internal review policy](#)
- [Privacy complaints procedure](#)
- [Queensland Ombudsman - Complaints process](#)
- [Service delivery charter](#)
- [Service delivery complaint procedure](#)

## Complaining about us

### Our decision on your complaint about an agency



After we have finished considering your complaint, we will explain our decision to you.

You can make an **internal review request**.

- An internal review is when a different employee reviews the decision we made in response to your complaint about a Queensland agency.
- If you only tell us you are still unhappy with the agency that you complained to us about - we can't complete an internal review.
- You need to tell us why you think our decision was wrong.

See our [Internal review requests procedure](#) for more information.

### Your experience with us



You can make a **service delivery complaint**.

- A service delivery complaint relates to the Office's services or conduct of employees.
- Examples of service delivery complaints include delays or poor communication.
- If you only say you are unhappy but do not tell us why, we can't look into a service delivery complaint. To help us, please detail what part of our service you are unhappy with.

See our [Service delivery complaints procedure](#) for more information.

**We are committed to effective complaints management. We welcome feedback and complaints in an effort to continually improve our processes and service delivery.**