

# Our complaint process

CONTACT	<p><b>Is it for us?</b></p>	<p><b>Is this something we can deal with?</b></p> <p>We can look into Queensland agencies such as:</p> <ul style="list-style-type: none"> <li>• Government departments</li> <li>• Local councils</li> <li>• Public authorities</li> </ul> <p>Sometimes agencies use non-government entities to deliver services to the community. We can also investigate those entities.</p>	<p><b>This is not a complaint for us</b></p> <p>We call this 'out of jurisdiction'. We can tell you which complaint agency can help.</p>
PRELIMINARY ASSESSMENT	<p><b>Is it time for us?</b></p>	<p><b>Have you made a complaint to the agency?</b></p> <ul style="list-style-type: none"> <li>• Have they had a chance to fix the problem?</li> <li>• Have they reviewed their decision? (also called an 'internal review')</li> </ul> <p>We also consider other things. For example, if a complaint is more than 12 months old, we need a good reason to accept it.</p>	<p><b>Sounds like it's too early for us</b></p> <p>We can tell you about using the organisation's complaints management system.</p>
COMPLAINT ASSESSMENT	<p><b>Will we investigate?</b></p>	<p><b>We assess the complaint</b></p> <p>We consider the impact of the agency's decision:</p> <ul style="list-style-type: none"> <li>• Does it look like a problem with the agency's decision-making?</li> <li>• Is an investigation likely to get an outcome?</li> </ul>	<p><b>We don't always investigate</b></p> <p>If we decide an investigation is not needed, we will write to you to tell you why we made that decision.</p>
INVESTIGATION	<p><b>Was the decision unlawful, unreasonable or wrong?</b></p>	<p><b>We investigate the complaint</b></p> <p>We are looking for evidence that the agency's decision-making was unlawful, unreasonable or wrong.</p> <p>An investigation can include talking to the people who made the decision, looking at records about the decision and researching legislation and policies. Strict confidentiality rules apply to Ombudsman investigations.</p>	<p><b>Agency decision correct</b></p> <p>If the investigation confirms the agency acted reasonably, we will write to you to tell you how we came to that decision.</p> <p>About 85% of investigations are closed this way.</p>
OUTCOME	<p><b>Make a recommendation</b></p>	<p><b>We recommend the agency makes changes</b></p> <p>We will write to you and the agency about the result of the investigation.</p> <p>Sometimes the Ombudsman decides there are good reasons to make a report about an investigation public. This needs approval from the Speaker of the Queensland Parliament. Public reports are published on our website.</p>	