

## The Ombudsman process

CONTACT	Is it for us?	Is this something we can deal with?  Is it about:  • a Queensland Government department or agency?  • a local council?  • a public university?	This is not a complaint for us. We call this 'out of jurisdiction'. We can tell you about other complaints agencies.
PRELIMINARY ASSESSMENT	Is it time for us?	Have you made a complaint to the organisation?  Have they had a chance to fix the problem?  Have they reviewed their decision? (also called an 'internal review')  We also consider other things.  For example, if a complaint is more than 12 months old, we need a good reason to accept it.	Sounds like it's too early for us. We can tell you about using the organisation's complaints management system.
COMPLAINT ASSESSMENT	Will we investigate?	<ul> <li>We assess the complaint</li> <li>We consider the impact of the agency's decision:</li> <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>	If we decide an investigation is not needed, we will write to you to tell you why we made that decision.
INVESTIGATION	Was the decision unlawful, unreasonable or wrong?	We investigate the complaint  We are looking for evidence that the agency's decision-making was unlawful, unreasonable or wrong.  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.	If the investigation confirms the agency acted reasonably, we will write to you to tell you how we came to that decision. About 85% of investigations are closed this way.
OUTCOME	Make a recommendation	We recommend the agency make changes.  We will write to you and the agency about the reinvestigation.  Sometimes the Ombudsman decides there are gmake a report about an investigation public. This from the Speaker of the Queensland Parliament. published on our website.	good reasons to s needs approval