

Appendix B: Our complaint process

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| CONTACT | <p>Is it for us?</p> | <p>Is this something we can deal with?</p> <p>We can look into Queensland agencies such as:</p> <ul style="list-style-type: none"> • Government departments • Local councils • Public authorities <p>Sometimes agencies use non-government entities to deliver services to the community. We can also investigate those entities.</p> | <p>This is not a complaint for us</p> <p>We call this 'out of jurisdiction'.</p> <p>We can tell you which complaint agency can help.</p> |
| PRELIMINARY ASSESSMENT | <p>Is it time for us?</p> | <p>Have you made a complaint to the agency?</p> <ul style="list-style-type: none"> • Have they had a chance to fix the problem? • Have they reviewed their decision? (also called an 'internal review') <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>Sounds like it's too early for us</p> <p>We can tell you about using the organisation's complaints management system.</p> |
| COMPLAINT ASSESSMENT | <p>Will we investigate?</p> | <p>We assess the complaint</p> <p>We consider the impact of the agency's decision:</p> <ul style="list-style-type: none"> • Does it look like a problem with the agency's decision-making? • Is an investigation likely to get an outcome? | <p>We don't always investigate</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>Was the decision unlawful, unreasonable or wrong?</p> | <p>We investigate the complaint</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>Agency decision correct</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>Make a recommendation</p> | <p>We recommend the agency makes changes</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> | |