QUEENSLAND OMBUDSMAN

50 YEARS 1974–2024

Web: www.ombudsman.qld.gov.au
Call: (07) 3005 7000
Speak & Listen: 1300 555 727
Interpreter: 131 450

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!

Last updated: 5 March 2024