

## Our contact details

You can make a complaint to your local service centre, regional office or the department's Complaints Unit in person or by telephone, email or post.

### Service centre or regional office

Visit [www.csyw.qld.gov.au](http://www.csyw.qld.gov.au) or telephone **13 QGOV (13 74 68)** for service centre and office locations.

**Your service centre is:**

**Your regional office is:**

## Complaints Unit

**Email:** [feedback@csyw.qld.gov.au](mailto:feedback@csyw.qld.gov.au)

**Telephone:** 1800 080 464 (free call)

**Online complaints form:**

[www.csyw.qld.gov.au/contact-us/compliments-complaints](http://www.csyw.qld.gov.au/contact-us/compliments-complaints)

**In person:** Contact us to arrange an appointment.

**Postal address:** Complaints Unit, Locked Bag 3405, Brisbane Qld 4001

## Translating

The Australian Government provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is available 24 hours a day, seven days a week. Call TIS for help with reading information written in English.

Telephone: **131 450**

If you are deaf, or have a hearing or speech impairment, and need assistance with making a complaint, contact the National Relay Service, NRS, on **1300 555 727**.



## Other key complaint contacts

### Office of the Public Guardian

1300 653 187 or 07 3234 0870

### Office of the Health Ombudsman

133 646 or [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

### Anti-Discrimination Commission Queensland

1300 130 670

### Australian Health Practitioner Regulation Agency

1300 419 495

### Queensland Civil and Administrative Tribunal

1300 753 228 or [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)

### Queensland Human Rights Commission

1300 130 670 or [enquiries@qhrc.qld.gov.au](mailto:enquiries@qhrc.qld.gov.au)

# A guide to making a complaint



## Our commitment to you

Our department aims to deliver the best possible service to Queenslanders that is consistent and compliant with relevant legislation applicable to the department's functions and services. From 1 January 2020, new legislation, the *Human Rights Act 2019* comes into effect. This legislation recognises that human rights must be exercised by the department in its conduct of services and functions in a way that respects a person's human rights. Therefore, if you find a service has been unacceptable to you, or if you believe that your rights have been unreasonably limited or restricted by the department, we want to know and learn from it.

We will work with you to assess your complaint in a transparent, consistent and impartial way, and work with the relevant departmental decision makers, to bring about solutions. Please note that complaints in relation to human rights will, however, only be able to be made about alleged human rights breaches that occur after 1 January 2020.

Often the quickest and easiest way to address your concerns is to talk directly with your local service centre or regional office. However, if you remain dissatisfied, we can work together to help address your concerns through our Complaints Unit.

## Complaints process

### Step 1 Making a complaint

Most complaints can be quickly resolved at a local level. Usually the place to start is by contacting your local service centre or regional office using the contact information at the end of this brochure. Talk to the person you have been working with or ask to speak to their manager. Every effort will be made to resolve your complaint.

Some complaints are easily managed; others may require further investigation. If this is the case, we will let you know how long this may take. We will keep you informed during the investigation and you can check on its progress at any time. When the investigation is completed, we will send you a letter with details of the outcome.

There may be times when you would prefer to lodge your complaint with the department's Complaints Unit. If this is the case, please refer to the contact details at the end of this brochure.

### Step 2 Internal review

When you have received an outcome from step one, and if you are dissatisfied with the process of the investigation, you can contact the Complaints Unit. The Complaints Unit may review how your complaint was managed.



### Step 3 External review

If you are not satisfied with the response after steps one and two, you may wish to contact the Office of the Queensland Ombudsman for an external review. The ombudsman investigates complaints about Queensland Government departments and local councils.

Telephone **1800 068 908**,  
visit **[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)** or  
email **[ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)**.

From 1 January 2020, if you are not satisfied with the department's response to a human rights complaint, you can contact the Queensland Human Rights Commission (QHRC) who may be able to resolve your complaint through a conciliation process. For more details on the QHRC please refer to: <https://www.qhrc.qld.gov.au>