

Small Business COVID-19 Adaption Grant Review Process

This document contains information on the process of review under the Small Business COVID-19 Adaption Grant. You should read the program guidelines and Terms and Conditions surrounding your obligations as an applicant prior to commencing a review process.

Overview

The Department of Employment, Small Business and Training (DESBT) is committed to delivering high quality services that respond to community needs. To meet this commitment, Small Business COVID-19 Adaption Grant applicants can request a review of decisions in respect of the outcome which they may be dissatisfied with. Applicants can request a review of a decision if dissatisfied with:

- the amount of funding awarded;
- a decision to decline or reject an application; or
- the conduct of staff impacting a funding decision.

Information to submit when requesting a review

When you submit your request to adaptreview@desbt.qld.gov.au, please provide DESBT with information outlining the reasons for your request, including:

- your unique grant number (Adapt1xxxx);
- your reasons for dissatisfaction; and
- contact details to further discuss your request for a review

The outcome of the review will be communicated to you in writing to confirm the original decision, amend the original decision or substitute another decision for the original decision.

DESBT will carry out its review based on the information you include with your request.

Further review

If you are not satisfied with the outcome of this review, you are entitled to request a further review under the *Judicial Review Act 1991* and/or by the Queensland Ombudsman.

Review process

The process for DESBT's review of decisions is outlined below:

1. Review request – on receipt of your request to review the decision. All requests for a review must be submitted in writing (by email, using the email address listed below).



Requests must be submitted within 20 business days* after you receive DESBT's original written decision in respect of your application.

2. Review outcome – DESBT will appoint a relevant senior executive to consider your application and review the decision, or aspect of the decision, having regard to the reasons for your dissatisfaction. DESBT will send you the outcome of the review within 30 business days of receiving your application for a review.

The outcome of the review will be communicated to you in writing to confirm the original decision, amend the original decision or substitute another decision for the original decision.

Business days are counted based on a standard South East Queensland calendar (public holidays are not considered business days).

Submitting your request for review

If you would like to request a review, please follow the steps set out above.

To enable the Department to better understand the reason for your concerns when reviewing the decision, please ensure you provide all the relevant requested information and email your request clearly identified to adaptreview@desbt.qld.gov.au.

Further review

If you are not satisfied with the outcome of a review, you may:

- submit a formal complaint to DESBT as covered in the [DESBT complaints policy](#) (noting this policy will not result in the decision being overturned).
- lodge a complaint with the Queensland Ombudsman.