



Making a complaint



Our commitment to you

Our complaints process is transparent, flexible and culturally responsive. You have the right to have a friend, advocate, community Elder, interpreter, or independent person support you when you make a complaint. Aboriginal and/or Torres Strait Islander peoples can also ask to speak to a person of their own culture for support.

We are committed to providing a timely, fair and accountable response to your complaint. We will address the concerns and complaints you raise and take steps to make sure that you are not negatively impacted because of a complaint made by you or on your behalf.

Making a complaint

1. Go local first:

You can solve most concerns by speaking with local staff or the person you have been working with. Talk to your local Service Centre if your concerns are about them. We call this a first attempt at resolution (FAAR).

To locate your nearest service centre visit www.dcssds.qld.gov.au

2. Act quickly:

Tell us about the problem as soon as possible. The earlier you tell us, the sooner we can act.



3. Make your concerns clear:

Provide details of the issues, dates, phone calls and other relevant information. Tell us the outcome you are seeking or the action that you want us to take.

If your local service centre can't solve your matter or you aren't happy with the response to your first attempt at resolution, you can contact our Complaints Unit to raise a complaint.

Anonymous complaints

We can accept anonymous complaints. However, we may find it difficult to thoroughly assess or respond to the complaint if we can't contact you to obtain information.

What happens after I make a complaint?

Once we have received your complaint, a departmental officer will keep you informed of its progress. You will receive a written response within 30 business days and have the opportunity to provide feedback to the response.



What happens if I am unhappy with the outcome of my complaint?

If you remain unhappy you can request an internal review. You need to lodge a request for an internal review within 20 business days of your complaint closing and include details of the complaint outcome or process you disagree with.

Once the internal review is complete you can pursue an external review:

- If your concerns relate to an administrative decision of the department, you can contact the Queensland Ombudsman.
- If you are not satisfied with our response to your human rights complaint, you can contact the Queensland Human Rights Commission (QHRC).
- If you are not satisfied with our response to a privacy complaint, you can contact the Office of the Information Commissioner.

NDIS complaints

NDIS participants can contact the NDIS directly about issues relating to their plan or if they are not satisfied with the services they are receiving from the NDIS.

NDIS participants who have a concern about a NDIS service provider can make a complaint directly to the NDIS Quality and Safeguards Commission.



Other key complaint contacts

Queensland Ombudsman

(07) 3005 7000 or www.ombudsman.qld.gov.au

Queensland Human Rights Commission

1300 130 670 or enquiries@qhrc.qld.gov.au

Office of the Information Commissioner

1800 642 753 or enquiries@oic.qld.gov.au

Office of the Public Guardian

1300 653 187 or

publicguardian@publicguardian.qld.gov.au

Queensland Civil and Administrative Tribunal

1300 753 228 or enquiries@qcat.qld.gov.au

National Disability Insurance Agency (NDIS)

Visit www.ndis.gov.au or phone 1800 800 110.

NDIS Quality and Safeguards Commission

Visit www.ndiscommission.gov.au or phone

1800 035 544.

Need help in your language?

If you need an interpreter, call Translationz

on (07) 3123 4887 and ask to talk to the

Complaints Unit on 1800 080 464.



Contact us

For further information, contact your local service centre.

Alternatively, you can contact:

Child safety

Phone (free call): 1800 080 464

Email: feedback@cyjma.qld.gov.au

Disability Services and Seniors

Phone (free call): 1800 491 467

Email: feedback@dssdsatsip.qld.gov.au

Post:

Complaints Unit

Department of Child Safety, Seniors and
Disability Services

Locked Bag 3405

Brisbane QLD 4001

**Scan the QR Code to find out
how to make a complaint or
visit www.dcssds.qld.gov.au**

