



Resolving Complaints

The Anti-Discrimination Commission Queensland is committed to delivering quality services that respond to the needs of the community. To help us achieve this, we encourage your feedback on our services.

Sometimes this feedback may be an expression of dissatisfaction about a service, procedure or policy. We will try to resolve your concern as quickly and as informally as possible. However, if we are unable to resolve the issue to your satisfaction you may choose to lodge a formal complaint.

Our complaint process aims to be:

- fair
- timely
- easy to use
- confidential

Most importantly, your feedback can help us improve the services we offer the community.

What is a complaint?

A complaint is an expression of dissatisfaction about a service, procedure, practice or policy that is not resolved at the point of service.

What can I complain about?

You can complain about a range of issues including:

- the quality of service we provide
- our policies and how they are applied
- an administrative decision
- the conduct of our staff

What matters are not covered by this complaint process?

- Decisions made by the Anti-Discrimination Commissioner or delegate about complaints under the *Anti-Discrimination Act 1991*.
- Judicial or Tribunal decisions, including decisions made by a Registrar acting in a quasi-judicial role.

- Freedom of Information applications.
- Complainant, Respondent and training feedback forms.

How can I help you to resolve my complaint?

We encourage you to play an active role in the resolution of your complaint by:

- outlining your complaint as clearly and as accurately as possible
- providing any supporting documentation that may help us resolve your complaint
- treating our staff with courtesy and respect

Do I have to lodge my complaint in writing?

We encourage you to lodge your complaint in writing, however if you are unable to do this our Complaint Co-ordinator will take all reasonable steps to assist you.

Where can I get a copy of the Complaint Form?

ADCQ Complaint Forms are available on our website – www.adcq.qld.gov.au. If you have trouble accessing the internet please contact our office on 1300 130 670 and one of our staff will send you out a copy.

Where do I send my complaint?

Complaint Co-ordinator
PO Box 15565
City East QLD 4002
Phone: 1300 130 670
Email: complaints@adcq.qld.gov.au

What happens once I lodge my complaint?

Your complaint will be referred to the Complaint Co-ordinator who will investigate your complaint and will contact you about the outcome. During the investigation process the Complaint Co-ordinator may contact you to discuss your complaint or request further information.

How long will it take?

Standard complaints will be resolved within 30 working days. However, more complex complaints may take longer to resolve. In these cases our policy allows up to 70 working days to resolve your complaint. You will receive regular progress reports until the investigation is completed.

What about my privacy?

Any personal information you supply (such as your name, address, telephone number) will only be used by us to investigate your complaint and communicate the outcomes to you. We will only disclose your information to those areas within the agency that may have information relevant to your complaint so that it can be managed fairly.

None of the information provided will be disclosed outside of this agency without your permission, unless we are required to do so by law.

What if my complaint is about a breach of privacy?

If you feel your privacy has been breached contact our Privacy Co-ordinator at the following address:
PO Box 15565
City East QLD 4002

What if I change my mind?

You may withdraw your complaint at any time and the agency will cease the investigation.

What if I'm still not satisfied?

You may request a review of your complaint by the Deputy Commissioner.

If you are still not satisfied you can telephone or write to the Queensland Ombudsman:

GPO Box 3314
BRISBANE QLD 4001
Phone: 07 3005 7000

Outside Brisbane Toll Free: 1800 068 908

Email: ombudsman@ombudsman.qld.gov.au