# Simplified complaint management process flowchart

# Anti-Discrimination Commission Queensland

Complaint not accepted. Complainant advised of reasons for non-acceptance and referred to a more relevant agency.

Written complaint received, acknowledged, and assessed — generally within 28 days.

Complaint accepted. Parties notified and respondent given opportunity to provide written response, or request early conference. Date set for compulsory conference — generally within 6 weeks of notification.

Complainant provides further information to show complaint comes under the Act.

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Compulsory conference held.

within 28 days,

Complainant has option to refer complaint to the tribunal\* for hearing and determination, binding on all parties.

Settlement reached by all parties. Agreement signed and filed with the tribunal\*, and is enforceable as if it is an order of the tribunal.

Complaint rejected, based on further information.

Early conference held when requested by respondent and all parties agree.

agree.

No settlement reached at conference and further negotiations unable to resolve the complaint.

Complaint closed.

\* From 1 March 2017, for work-related matters the tribunal is the Queensland Industrial Relations Commission, and for all other matters the tribunal is the Queensland Civil and Administrative Tribunal.