

# Fact sheet – Making a complaint

Our department is committed to managing any concerns or complaints you may have in a way that is accountable, transparent, timely and fair. We are committed to a culturally responsive complaint process that is flexible and adaptable to build trust, strengthen relationships and improve outcomes for families and children.

You can lodge a complaint if you are dissatisfied with:

- a decision made or not made by the department
- a service provided or not provided by the department
- a service that is funded or contracted by the department
- the behaviour or performance of the department's employees, including contracted persons.

You have the right to be supported by a friend, advocate, interpreter, community Elder, or independent person. Our staff can assist you in accessing these supports.

## Where can I make a complaint?

Our goal is to resolve your concerns as early as possible. We encourage you to speak to the person you have been working with or their supervisor first. We call this a First Attempt at Resolution (FAAR). Every effort is made to resolve concerns at the local level first and will be referred to your local service centre in the first instance if this has not occurred.

If you remain dissatisfied after a FAAR process or your concerns can't be resolved at the local level, you can raise a complaint with the department's Complaints Unit.

A complaint needs to be raised within one year of the decision, action, or inaction that caused dissatisfaction. A complaint made outside this period will be considered on its merits and will only be investigated at the department's discretion.

## What happens after I make a complaint?

Once your concerns have been assessed as a complaint, we aim to complete your complaint within 30 business days. We will keep you informed of the progress and you will receive a letter outlining the outcome and review options for your complaint. You can provide feedback about the outcome.

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

If you are dissatisfied with the outcome of your complaint or how your complaint was managed, you can request an internal review through the Complaints Unit.

You need to lodge a request for an internal review within 20 business days of the closure of your complaint and should detail the specific aspects of the complaint outcome or process you disagree with.

## Requesting an external review

Once your internal review is completed, and you remain dissatisfied with the outcome, you can pursue an external review. You will be provided with information on where and how to pursue an external review.

## More information

For further information, contact your local service center. Alternatively, you can contact the Complaints Unit.

Phone: 1800 080 464

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

Online: [www.qld.gov.au/contact-us](http://www.qld.gov.au/contact-us)

Post: Complaints Unit

Department of Child Safety, Seniors and Disability Services  
Locked Bag 3405  
Brisbane Qld 4001

For more information and to access our Complaints Management Policy and Procedure visit [www.dcssds.qld.gov.au](http://www.dcssds.qld.gov.au).



**Need help in your language?**

Call 1800 512 451 and ask for an interpreter.