

# FACT SHEET – FIRST ATTEMPT AT RESOLUTION (FAAR)

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.

If you are dissatisfied with a decision made (or lack of a decision), or a service provided (or not provided) by the department and you are seeking a different outcome, you should raise your concerns with a departmental officer.

## How do I raise my concerns?

- With the person you have been working with or their supervisor (e.g., Child Safety Officer or Team Leader at a local service centre);
- at your local Regional Office; or
- with the Complaints Unit.

Our goal is to resolve your concerns at the local level first and most concerns will be referred to the local service centre in the first instance if this has not occurred.

## Is a FAAR the same as a Complaint?

A FAAR is considered the step before raising a complaint.

The goal of a FAAR, is to have an early resolution to your concerns. An appropriate officer at the point of service should have attempted to resolve your concerns within one week.

Approximately 75% of all concerns raised with the department are successfully resolved through a FAAR process.

## What if I remain dissatisfied after a FAAR?

If you remain dissatisfied after a FAAR process has occurred or have not received a response within a reasonable timeframe, or if your concerns

cannot be resolved at your local service centre, we can work together to address your concerns through a complaint process overseen by one of our regional officers or our Complaints Unit.

## There are some concerns that cannot be addressed as a FAAR

The departmental officer recording your concerns may determine that your concerns cannot be addressed as a FAAR, and will be assessed as a complaint, when:

- The concerns are of a serious nature;
- The concerns include a possible Human Rights or Charter of Victims' Rights limitation; or
- There is a potential breach of privacy that reaches the threshold for referral to Information Privacy Unit.

In these instances, the departmental officer will support you to raise your concerns through the department's complaint management process.

## Where can I find more information?

For any further information contact the Complaints Unit.

Phone: 1800 080 464

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

Online: [Online Form](#)

Post: Complaints Unit, Department of Child Safety, Seniors and Disability Services, Locked Bag 3405, Brisbane Q 4001

For more information and to access our Complaints Management Policy and Procedure visit [Complaints and complaints - Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](#)



## Need help in your language?

Call 1800 512 451 and ask for an interpreter.