

# Fact sheet – First attempt at resolution

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.
- 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 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 percent 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, have not received a response within a reasonable timeframe, or your concern cannot

be resolved at your local service centre, you can raise a complaint with the Complaints Unit (see below for contact options).

## 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 it will be assessed as a complaint when:

- the concerns are of a serious nature
- the concerns include a possible Human Rights limitation
- 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.

## More information

For any further information, please 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.