

FACT SHEET - FIRST ATTEMPT AT RESOLUTION (FAAR)

You have the right to express your concerns about the service you receive from the Department of Child Safety, Seniors and Disability Services (the department).

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

How do I raise my concerns?

You can raise your concerns;

- directly at the point of service (e.g. local service centre) that caused the dissatisfaction;
- at your local Regional Office; or
- with the Complaints Unit.

Your concerns will be assessed to determine if a FAAR process is appropriate, and if appropriate your concerns will be referred to the point of service that caused the dissatisfaction to give them the opportunity to resolve your concerns.

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 a 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 the point of service have attempted to resolve your concerns, or you have not received a response to your FAAR within a reasonable timeframe, you can contact the Complaints Unit to have your concerns raised as a complaint.

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 are assessed as a complaint, when:

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

In these incidences, 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
 - Online: www.cyjma.qld.gov.au/contact-us/compliments-complaints
- Post: Complaints Unit, Department of Child Safety, Seniors and Disability Services, Locked Bag 3405, Brisbane Q 4001



Do you need an interpreter?

If you need an interpreter to assist you in understanding this document, please call the Translationz on (07) 3123 4887 and request to be transferred to the Complaint Unit on 1800 080 464