

FACT SHEET – INTERNAL REVIEW

If you are dissatisfied with the findings of your previous complaint or how your complaint was managed, you can request an internal review.

What does an internal review do?

An internal review considers if the findings for your complaint were appropriate or whether the correct complaints management process was followed.

The internal review looks at all relevant information including legislation, policies, procedures and practice standards.

The decision-maker for the internal review is an independent person whose position is equal to or higher than the complaint decision-maker.

How do I request an internal review?

You will be provided information on how to request an internal review in the findings letter of your complaint. Alternatively, you can contact the department's Complaints Unit with your request.

You will need to explain why you don't agree with the process or findings, and provide any relevant material to support your request. The information you provide will be used to determine the grounds or terms of reference for your internal review.

What type of matters can be reviewed?

Some examples that would be suitable for an internal review process include:

- You are dissatisfied with the findings of your complaint and feel relevant information was not considered in the complaint process.
- You feel there was a conflict of interest with the officer managing your complaint or the decision-maker.
- You were not provided an outcome to your complaint or you were not given the opportunity

to provide feedback on the complaint outcome or findings.

How long do I have to lodge my request?

A request for an internal review must be made within 20 business days from the date your complaint closed.

Any request made after 20 business days will be assessed on its merit and will only be accepted at the department's discretion.

How long will my internal review take?

An internal review should take no more than 20 business days from the day you contact the Complaints Unit to request an internal review, to you receiving a written response.

You will be advised if any additional time is required and a revised timeframe will be provided.

What if I remain dissatisfied?

Once your internal review is completed, you have the right to ask for an external review through the Queensland Ombudsman or other relevant external organisations.

You will be provided details on how and where you can seek an external review in the findings letter of your internal review.

Where can I find more information?

For any further information about internal reviews please 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