Department of Children, Youth Justice and Multicultural Affairs



## Our contact details

You can make a complaint to your local service centre,

regional office or the department’s Complaints Unit in

person or by telephone, email or post.

**Service centre or regional office**

Visit [**www.cyjma.qld.gov.au**](http://www.cyjma.qld.gov.au)

telephone **13 QGOV (13 74 68)** for service centre and

office locations.

**Your service centre is:**

**Your regional office is:**

## Complaints Unit

## Do you need an interpreter?

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

**Online complaints form:**

[www.cyjma.qld.gov.au/contact-us/compliments-complaints](http://www.cyjma.qld.gov.au/contact-us/compliments-complaints) **Email:** feedback@cyjma.qld.gov.au **Telephone:** 1800 080 464 (free call) **Postal address:** Complaints Unit, Locked Bag 3405, Brisbane Qld 4001

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| Scan Me QR Code | Scan the **QR Code** with your mobile phone to find out more information on how to make a complaint. |

## Other key complaint contacts

**The Queensland Ombudsman**

# Making a complaint

(07) 3005 7000 or [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

**Queensland Human Rights Commission**

1300 130 670 or enquiries@qhrc.qld.gov.au

**Office of the Information Commissioner**

1800 642 753 or enquiries@oic.qld.gov.au

**Office of the Public Guardian**

1300 653 187 or publicguardian@publicguardian.qld.gov.au

**Queensland Civil and Administrative Tribunal**

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1300 753 228 or enquiries@qcat.qld.gov.au

STEP

### External Review

### Internal Review



## **Complaints process**

### Making a complaint

The quickest and easiest way to resolve your concerns is by raising them with the person you have been working with or their supervisor. This local level response is referred to as a First Attempt at Resolution (FAAR).

Every effort is made to resolve concerns at the local level first and most concerns will be referred back to the local Child Safety Service Centre in the first instance if this has not occurred.

If you remain dissatisfied after a FAAR process has occurred, or your concerns can't be resolved at your local service area, we can work together to help address your concerns through a complaint process overseen by one of our regional offices or our Complaints Unit.

Your complaint should take no longer than 30 business days to be finalised and we will keep you informed of the progress. You will receive a letter outlining the outcome and review options for your complaint. You will also have the opportunity to provide feedback about the outcome provided to you.

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.

A request for an internal review needs to be lodged within 20 business days of the closure of your complaint and should detail what specific aspects of the complaint outcome or process you disagree with.

STEP

Once your internal review is completed, you can pursue an external review if you remain dissatisfied.

* If your concerns related to an administrative decision of the department, you can contact the Office of the Queensland Ombudsman.
* If you are dissatisfied with our response to a human rights complaint, you can contact the Queensland Human Rights Commission.
* If you are dissatisfied with our response to a privacy complaint, you can contact the Office of the Information Commissioner.

You will be provided details in writing on which external review option is suitable for your matter.

## **Our commitment to you**

Our department is committed to managing expressions of dissatisfaction in an accountable, transparent, timely and fair manner. We recognise that effective complaint management is essential to good client service and encourages a people-focused and proactive approach to complaints management.

Our department is also committed to a culturally responsive complaint process, that is flexible and adaptable to improve engagement, increase trust, build stronger relationships and improve outcomes.

As part of our commitment to an accessible complaint process, you have the right to be supported by a friend, an advocate, an interpreter, a community Elder or independent person. Our staff can assist you to access these supports.

Our department has a strong commitment to addressing all issues raised and all reasonable steps are taken to ensure that you are not adversely affected because of a complaint made by you or on your behalf.

STEP