

INTERNAL REVIEW

Dissatisfied with how your complaint has been handled?

The department welcomes feedback on how your complaint has been managed.

If you are dissatisfied with the process or outcome of a complaints process, you can ask us to review your case. This also includes cases where the department has decided not to act in relation to your complaint.

Is an internal review the same as a complaint?

No - an internal review is only done after a complaints process is completed. The internal review will look at whether the correct process was followed during management of your complaint.

The internal review will also consider whether or not the original decision or findings for your complaint were appropriate, and whether any other actions need to be taken.

How do I request an internal review?

You will need to tell us the reasons why you don't agree with the process or the outcomes and provide any relevant information to support your request. This information will then be used to determine the grounds for your internal review.

You can request an internal review by contacting Child Safety Complaints, who are responsible for managing all internal review requests.

What would be an example of a reason for an internal review to be conducted?

Some examples of why you might ask for an internal review include:

- You were not given the opportunity to provide feedback to the complaint outcome.
- All evidence was not considered.
- You were not given an outcome.
- The outcome and the reasons for the outcome were not clearly explained

An officer from Child Safety Complaints can help you to clarify the grounds for your internal review request.

Are there time limits on the conduct of an internal review?

Yes - a request for an internal review must be made within 12 months from the date you are provided with the outcome to your complaints management process. This includes cases where the department has decided to take no further action and your case is closed.

You can request an internal review after the 12-month timeframe, however requests will only be granted in exceptional circumstances.

What happens in the internal review process?

The decision maker for your internal review will be someone who is in a position equal to or more senior than the officers involved in your original complaints management and have no conflict of interest.

The internal review will look at all relevant information and determine if the process followed and outcome reached was appropriate. It will consider relevant legislation, policies, procedures or service standards.

The internal review may include outcomes such as:

- Finding the original decision was appropriate and the complaint does not need further investigation
- Finding the original decision was unreasonable and should be amended without further investigation
- Providing a clearer explanation of the original decision
- Amending a policy, procedure or practice, or recommending that such documents be amended.

How long does an internal review take?

All internal reviews will be conducted as soon as possible. However, each will be given a complexity level, depending on things such as the amount of information that needs to be considered, and the number of grounds. The timeframe for medium complexity reviews is 50 business days, and high complexity reviews have a timeframe of 100 business days.

You will be kept updated with the progress of your internal review, and given reasons if your review takes longer than the allocated timeframe.

What is expected of me in the conduct of an internal review?

You can expect the department to be prompt, fair and professional when conducting the internal review.

In return, the department expects you will provide us with necessary assistance and cooperation. This includes providing all necessary information when requested of you.

The department also expects you will engage with the complaints officer in a courteous and respectful manner throughout the conduct of the internal review.

What if I remain dissatisfied after my internal review is completed?

If you remain dissatisfied when your internal review is completed, you have the right to ask for an external review by the Queensland Ombudsman.

The Queensland Ombudsman provides external oversight of the department's complaints system.

You can contact the Ombudsman by:

- Phone: 3005 7000 or 1800 068 908
- Post: GPO Box 3314, Brisbane Q 4001
- Online: www.ombudsman.qld.gov.au/make-a-complaint

For more information

For more information about how the department manages internal reviews please contact Child Safety Complaints.

You can contact the department's Child Safety Complaints on:

- Email: feedback@cyjma.qld.gov.au
- Phone: 1800 080 464
- Online: www.cyjma.qld.gov.au/contact-us/compliments-complaints
- Live Web chat: www.cyjma.qld.gov.au/contact-us/compliments-complaints
- Post: Child Safety Complaints, Department of Children, Youth Justice and Multicultural Affairs, Locked Bag 3405, Brisbane Q 4001