

Fact sheet – Internal review

If you are dissatisfied with the outcome of your 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 outcome for your complaint was 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 that of the complaint decision-maker.

How do I request an internal review?

Information on how to request an internal review will be in your complaint findings letter. 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 outcome 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 outcome 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 closure date of the complaint.

Any request made after 20 business days will be assessed on a case by case basis, 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. This can be done 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.

More information

For further information, please contact the Complaints Unit.

Phone: 1800 080 464

Email: feedback@cyjma.qld.gov.au

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.



Need help in your language?

Call 1800 512 451 and ask for an interpreter.