

# Internal Review

## What is an Internal Review?

An internal review is a systematic way of looking back on how a prior complaint management or other decision-making process was conducted.

An Internal Review is an independent process which will consider information from various sources.

The Complaints and Investigations Unit is responsible for the conduct of Internal Reviews.

## Is an Internal Review the same as a complaint?

No - an Internal Review will generally not involve reinvestigation of a complaint or of a decision. An Internal Review will look at the appropriateness of how a complaint or decision-making process was undertaken.

It will consider whether legislation, policies and procedures were followed in arriving at a decision and any other factors that might mean the outcome was administrative unfair or unjust.

Where an Internal Review process identifies that the original complaint management or decision-making process was not appropriate, a recommendation to the relevant area will be made.

## How do I request an Internal Review?

If you are dissatisfied with how a complaint management or decision-making process was handled, you have the right to request that the Complaints and Investigations Unit undertake an Internal Review.

In order for the Complaints and Investigations Unit to conduct an Internal Review, you will need to identify and provide specific and measurable grounds or reasons for your dissatisfaction with the process.

Requests for Internal Reviews are made to the department's Complaints and Investigations Unit. You can request an Internal Review by contacting the Complaints and Investigations Unit in writing, by phone, by email, or in person.

## What would be grounds for an Internal Review?

General grounds for an Internal Review include that a policy or procedure was not appropriately followed by the department in making a decisions. It could also involve a decision that was not made in accordance with legislation.

In a complaint management process an Internal Review could be sought about a matter that the department said was outside its jurisdiction to investigate.

For a decision-making process:

- The department did not follow the stated process for making the decision.
- The department did not explain to the complainant the reasons for the decision.

Where appropriate, an officer from the Complaints and Investigations Unit can assist you in developing appropriate grounds for the conduct of an Internal Review.

## Are there time limits on the conduct of an Internal Review?

Yes – generally a request for an Internal Review should be made within 12 months after you have been provided with an outcome to a complaint management or decision-making process.

Requests for the conduct of Internal Reviews outside the 12 month timeframe may be considered if exceptional circumstances can be demonstrated.

## What happens in the Internal Review process?

The Internal Review will be conducted by a Complaints officer who is independent of the original complaint management or decision-making process.

During the conduct of the Internal Review, various sources of information relevant to the grounds presented will be examined. The Internal Review will determine if the complaint management or decision-making process was appropriate in terms of relevant legislation, policies, procedures or service standards.

Any decision or outcome will be approved by an officer more senior to the original decision maker.

## How long does an Internal Review take?

Internal Reviews will be conducted as soon as possible. Times may vary depending on the complexity of the issue.

We will communicate with you about timeframes and can provide updates on progress.

## What is expected of me in the conduct of an Internal Review?

You can expect that the department will be prompt, fair and professional when conducting the Internal Review.

The department expects that you will provide us with necessary assistance and cooperation when we conduct the Internal Review. This includes making yourself available and or contactable where appropriate and providing necessary information when it is requested of you.

The department also expects that 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 at the conclusion of the Internal Review?

If you remain dissatisfied at the conclusion of the Internal Review, you have the right to seek external review of your complaint management or decision-making process with the Office of the Queensland Ombudsman.

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

You can contact the Ombudsman by telephone on 3005 7000 or 1800 068 908; by mail to GPO Box 3314, Brisbane Q 4001; by email to [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au); or in person at Level 18, 53 Albert Street, Brisbane.

## For more information

For more information about how the department manages complaints, you can contact the department's Complaints Unit on:

- Email: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)
- Phone: 1800 491 467
- Online feedback form: <https://www.qld.gov.au/contact-us/complaints/>
- Post: Complaints and Investigations Unit, Department of Communities, Disability Services and Seniors, GPO Box 806, Brisbane Q 4001

