

## Queensland Civil and Administrative Tribunal

### Complaints Management Policy (Registry and QCAT Staff Mediators)

#### Policy Purpose

The Queensland Civil and Administrative Tribunal (QCAT) would like to know if you have a complaint.

#### QCAT is committed to:

- Listening to your complaint, to improve our service delivery
- Providing you with accessible complaint options
- Fairly, promptly, sensitively and efficiently managing complaints.

#### QCAT manages the following types of complaints:

- The conduct of a registry staff member or a QCAT staff mediator;
- Registry processes or procedures;
- Provision or quality of services delivered by registry staff;
- Breach of privacy; and
- The conduct of a tribunal member/adjudicator/QCAT Justices of the Peace; (see Complaint Policy and Procedure (Members, Adjudicators, and Justices of the Peace)).

This complaints policy provides the framework for the management of complaints about QCAT registry staff and QCAT staff mediators.

If you would like to pay a compliment to, or provide positive feedback about your experience or contact with, the QCAT registry staff, please refer to the Feedback Form.

#### ***Complaints about Members, Adjudicators and Justices of the Peace***

If you wish to lodge a complaint about the conduct of Members, Adjudicators and Justices of the Peace of the QCAT in connection with the performance of their duties, please see the QCAT Complaints Policy and Procedure (Members, Adjudicators and Justices of the Peace).

If you wish to lodge a complaint about a Member **and** QCAT Registry staff, you should lodge separate complaints, in accordance with the relevant policies.

## **Complaints about QCAT Decisions and Orders**

QCAT decisions and orders are final and binding on the parties to a proceeding, but you may have appeal rights. If you disagree or are dissatisfied with the decision you are encouraged to seek independent legal advice about your options, including any appeal rights you may have. If a different outcome or order is sought, you must [appeal](#), bring an [application for leave to appeal or appeal](#) or use other [legal](#) avenues available under the QCAT Act.

**Please note that QCAT is unable to provide legal advice concerning any appeal rights you may have.**

### **What is a complaint?**

As prescribed in *Australia Standard – Guidelines for complaint management in organisations AS/NZS 10002:2014*, a complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

### **Who can make a complaint?**

Anyone can make a complaint.

QCAT may accept a complaint from a family member, advocate, friend or other people who act on behalf, or in support, of a person who may have limited capacity to make a complaint.

Complaints by a child or young person may be made by completing the [child-friendly complaint form](#) or any other channel they find accessible.

### **How can I make a complaint?**

Complaints about the registry and staff mediators can be made by lodging your complaint on a [QCAT complaint form](#). The completed form can be delivered in one of the following ways:

- Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)
- Post: Executive Director QCAT  
GPO Box 1639  
Brisbane Qld 4001
- Fax: 07 3221 9156
- In person: Level 9, 259 Queen Street, Brisbane

## Other ways to make a complaint

There are other ways in which you can make a complaint.

- Email: [enquiries@qcat.qld.gov.au](mailto:enquiries@qcat.qld.gov.au)
- Phone our client service officers on 1300 753 228 (8.30am to 5pm weekdays)
- Post: Executive Director QCAT  
GPO Box 1639  
Brisbane Qld 4001
- Fax: 07 3221 9156

## How long will it take to receive a response to my complaint?

QCAT is committed to responding to complaints in an appropriate, timely and courteous manner. Where possible, we will acknowledge complaints within five (5) working days of receipt. QCAT will attempt to provide a response to the complaint within 30 working days if your complaint is simple.

If your complaint is complex or involves a number of issues, QCAT may need more time to investigate the issues, this can take up to 70 days. We will communicate with you regularly throughout the complaint process.

## If I am not satisfied with QCAT's response to my complaint, what can I do?

If you are not satisfied with the response to your complaint, you may request an internal review. The review will be conducted by another officer who has not had involvement in the original complaint response. A review will be undertaken on the response provided by QCAT to your complaint only, this process does not investigate your original complaint.

## If I am still not satisfied what can I do?

If you are still not satisfied with the outcome of your complaint, you may contact the [Queensland Ombudsman](#). The Ombudsman is an independent complaints investigation agency. They may consider QCAT administrative actions, however they cannot investigate tribunal decisions. A complaint to the Ombudsman will not change a tribunal decision or order.

## Reporting and recording

QCAT publishes the registry complaint rate in our annual report. Complaints about the registry are also included in Department of Justice and Attorney-General's annual report. QCAT complaints are retained in line with the General Retention and Disposal Schedule (GRDS).

## Your privacy

The Queensland Civil and Administrative Tribunal (QCAT) is required to collect your personal information for the purpose of identifying and managing your complaint. However, any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint. Only de-identified information will be used for reporting, statistical analysis and publication, ensuring your privacy.

## Accessibility

### For callers outside of Australia

International Access Code + 61 7 3012 2500 (charges to caller)

### For callers with a hearing or speech impairment

The [Australian Government's National Relay Service](http://relayservice.gov.au/) (<http://relayservice.gov.au/>) can help you with your call.

### For callers needing an interpreter

The [Australian Government's Translating and Interpreting Service](https://www.tisnational.gov.au/) (<https://www.tisnational.gov.au/>) can help you with your call.

