

## Complaint management policy

The Queensland Civil and Administrative Tribunal (QCAT) would like to know if you have a complaint about the service, procedure, practice or policy.

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

- conduct of a registry staff member
- conduct of a tribunal member/adjudicator/mediator
- registry processes or procedures
- provision or quality of service
- breach of privacy.

### Complaints QCAT does not manage

- tribunal decisions
- review of a case for error, mistake or other legal grounds.

QCAT decisions and orders are final and binding on all parties to the proceedings. Some provisions of the *Queensland Civil and Administrative Tribunal Act 2009* (QCAT Act) may permit an appeal from a decision or order (QCAT Act chapter 2 parts 7 and 8).

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.

### Who can make a complaint?

Anyone can make a complaint.

QCAT can 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 can be made by completing the [child-friendly complaint form](#) or any other channel they find accessible.

## How can I make a complaint?

If you are lodging your complaint on a [QCAT complaint form](#)

- 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

You do not have to use the QCAT complaint form. There are several ways in which you can make a complaint.

- Use the [template complaint letter](#) as a guide
- 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

## 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.



## 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 complex or involves a number of issues, QCAT may need more time to consider the issues. 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 to your complaint only, this process does not investigate your original complaint.

Please note: complaints about a member (including the President), adjudicator, or justice of the peace are out of scope for an internal review under this policy.

## **If I am still not satisfied with QCAT's response or internal review to my complaint, what can I do?**

If QCAT's handling of your complaint concerns you, you can 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.

## **Complaints regarding the conduct of a QCAT judicial member, senior member, member, adjudicator or justice of the peace**

The QCAT president has administrative responsibility for the tribunal's efficient operation. However, this does not extend to directing or influencing QCAT members, adjudicators or justices of the peace on deciding matters. They are accountable through the public nature of their work and have a general obligation to conduct hearings in public, to hear all sides of a proceeding, and to give reasons for their decisions.

Consideration of a complaint will not change QCAT decisions or orders. If a different outcome or order is sought the complainant must [appeal](#), bring an [application for leave to appeal or appeal](#) or use other [legal](#) avenues.

## **Reporting and recording**

QCAT publishes the complaint rate in our annual report. Complaints 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 collecting your personal information for the purpose of identifying and managing your complaint. QCAT's Complaints Policy requires this. Any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint. Your de-identified information may be used for reporting, statistical analysis and publication.