

INFORMATION SHEET

COMPLAINTS MANAGEMENT SYSTEM (CMS)



What is a complaint?

A complaint is an expression of dissatisfaction by a person regarding a decision or other action by the Commission or an alleged minor breach. ECQ welcomes comments about our service and performance.

Our complaints process is a fair, efficient and consistent treatment of external complaints lodged with ECQ by members of the community.

How do I lodge a complaint?

Serious or complex issues should be lodged in writing. This will assist ECQ to understand the nature of the complaint and help to ensure that the facts obtained are correct.

Urgent complaints will be actioned with 14 days. Non urgent – within 30 days and those complaints requiring investigation and/or external review – 45 days.

Complaints received by email will be acknowledged automatically upon receipt by the Commission. All verbal complaints received will be referred to a Senior Commission Officer who will assign the complaint to a delegate.

Assistance can be provided by a Commission officer to a complainant on how to make a complaint and this includes how the complaint should be documented. The aim is to clarify the matter of concern to the complainant and the outcome or outcomes sought.

What are the contact details for lodging a complaint?

In person: Level 6 160 Mary Street Brisbane during business hours (9am to 5pm Monday to Friday)

Telephone: 1300 881 665

Fax: 07) 3036 5776

Email: complaints@ecq.qld.gov.au

In writing: Electoral Commission Queensland
GPO Box 1393
BRISBANE, QLD 4001