

# Complaints Management Process

## Background

The Electoral Commission of Queensland (ECQ) is committed to delivering high quality services that respond to the community's needs. We believe the community should be able to provide feedback, both positive and negative, about our services and the way we provide them. The ECQ's complaints management process is underpinned by accountability, access and responsiveness.

## What is a complaint?

A complaint is an expression of dissatisfaction by a person regarding a decision or other action by the ECQ and includes a breach of privacy.

Anonymous complaints are treated like any other complaint.

## How to lodge a complaint

A complaint may be made to any ECQ employee in person, by phone, email, letter or using the online form on the ECQ's website (see contact details at the bottom of this page).

The ECQ may request a person making a complaint by phone or in person to provide a written complaint. If the complainant is unable to submit a complaint in writing, an ECQ officer will record the details of the complaint to be submitted on their behalf.

## What you can do to help the ECQ resolve your complaint

The ECQ encourages you to play an active part in resolving your complaint by:

- outlining your complaint as clearly and accurately as possible
- providing any supporting documentation that may help the ECQ resolve your complaint
- treating ECQ staff with courtesy and respect.

## What happens when you lodge your complaint?

Your complaint will be referred to the responsible officer who will action your complaint and contact you with an outcome. The responsible officer may contact you during the process to discuss your complaint or request further information.

## How long it will take to resolve your complaint

Classification	Description	Timeframe
<b>Serious</b>	Serious matters that require immediate attention and are likely to require follow up formal investigation by either internal or external authorities.	5 business days
<b>Simple</b>	Simple, non-complex matters that can be managed at first point of contact.	15 business days
<b>Complex</b>	Multiple relating issues and/or is serious in nature, or has the potential to become serious.	30 business days

**Note:** At any stage, it may be appropriate for a complaint's complexity to be escalated or downgraded in response to investigation findings or after the receipt of further information from the complainant.

## What happens if you're not satisfied with the outcome

If you're not satisfied with the outcome, you may request a review of the complaint. The Electoral Commissioner may or may not conduct that review at their sole discretion.

If you are still not satisfied, you can contact the Queensland Ombudsman. The Queensland Ombudsman will assess your complaint and advise if they can conduct an external review.

Detailed information about the complaints management process can be found in our Complaints Management Policy.