

The Electoral Commission of Queensland (ECQ) is committed to delivering high-quality services that respond to community needs. The ECQ values the benefits of effective complaint handling and we believe you should be able to provide feedback (both positive and negative) about our services and the way we provide them.

## 1 Not satisfied with something we've done?



Everyone has the right to complain.



A complaint can be made to any employee of ECQ in person, by phone, email, letter or using the online form on ECQ's website.



Our staff will try to resolve your complaint as soon as possible.

If you need assistance completing your complaint form, please ask for help.



If you would like to read our complaint management policy, please ask for a copy or access through the ECQ website: [ecq.qld.gov.au](http://ecq.qld.gov.au).

## 2 What happens now I've lodged a complaint?



You will receive correspondence acknowledging your complaint within 5 business days.

A staff member who handles complaints will assess your complaint and may contact you to ask for more information.



If the complaint falls outside the scope of our complaints policy, you may be referred to another agency.

The staff member will review any file notes, policies, procedures and legislation to gain a background of the situation.



## 3 How long will it take to get an answer?



Sometimes there is a lot of information for the complaints handling officer to review.

If your complaint is assessed as simple, the complaints officer will respond to you within 15 business days.



If your complaint is assessed as complex, the complaints officer will respond to you within 30 business days.



If there is a delay in handling your complaint, the officer will let you know.



Once a decision has been made, you will be sent a letter explaining the decision and reasons behind it.

## 4 I'm not happy with the decision - what can I do now?



If a decision does not seem reasonable, and your complaint fell within the scope of our complaints policy, you can request an internal review.

This is conducted by an ECQ employee external to the relevant business area.



If you are still unsatisfied after an internal review has been conducted, you can contact the Queensland Ombudsman for an independent external review.