

Compliments and Complaints Unit (CCU)

Factsheet: Internal Review

What is an internal review?

The QAS Complaints Management Framework is based on a 3-level model of complaint handling which consists of:

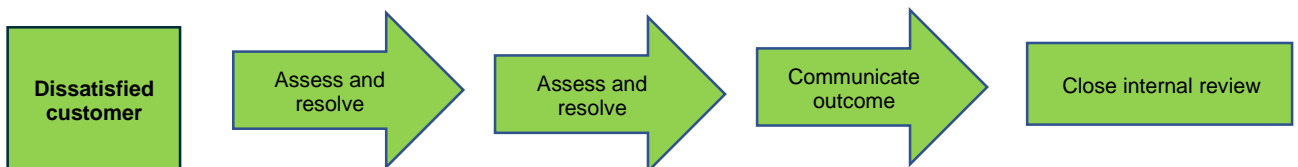
1. frontline complaint handling (early resolution)
2. internal review
3. external review.

A complainant may request for an internal review if they are dissatisfied with the decision made to resolve their complaint.

An internal review is not a re-investigation of the original customer complaint. An internal review is to determine whether the customer complaint management process for the original complaint was appropriate and/or whether the outcome reached was fair and reasonable in the circumstances.

An internal review request from a complainant is a further opportunity for QAS to review and improve the complaint handling processes.

The internal review process in QAS involves:



An internal review **does not** apply to:

- customer complaints managed outside the QAS through an external review (e.g. a complaint to the Queensland Ombudsman or Queensland Human Rights Commission);
- complaints that are not customer complaints, as defined under the complaints management framework;
- customer complaints that have previously been internally reviewed under the complaints management framework;
- the complainant seeking clarification or explanation about the original decision or process (In these cases, the complainant should be referred back to the original complaints officer).

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How do I request an internal review?

A complainant must make a request for an internal review within 20 business days of receipt of the outcome of their complaint.

In requesting an internal review, the complainant will be required to provide details of the problem with the complaint outcome or handing (i.e. why the original decision was unreasonable, or the complaint handling process was unfair or deficient) and the desired solution. The complainant should also provide all relevant information when requesting the internal review.

What happens once I submit my request for an internal review to QAS?

Once your request for an internal review is received, the QAS will allocate your request to an officer who was not involved in managing the original customer complaint.

The employee undertaking the internal review will:

- Model appropriate and ethical behaviour at all times;
- Apply procedural fairness to complainants and persons the subject of the internal review;
- Consider human rights when undertaking the internal review;
- Seek all relevant documentation relating to the complaint, which was prepared through the initial resolution process; and
- Contact the complainant if additional information is required, or the review issues need to be confirmed, or to provide information about the internal review process.

The employee undertaking the internal review is required to complete the internal review within 30 business days from the date of receipt of the request for internal review unless:

- the timeframe has been extended by mutual agreement between the parties, noting that a party to the complaint is not to unreasonably withhold their agreement; or
- the internal review decision maker can demonstrate that reasonable attempts have been made to progress the complaint.

At the completion of an internal review, the employee undertaking the internal review will provide a written decision to the complainant. This decision will:

- detail the action taken to review the decision made through local action;
- detail the reasons for the internal review decision;
- detail any action that the internal review decision maker will take, or proposes to take, as a result of the internal review; and
- outline any avenues of external review that may be available to the complainant, including any relevant timeframes.

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When will an internal review not be undertaken?

If the complainant does not outline the grounds of review or provides insufficient information, the internal review decision maker may advise the complainant that the internal review request will not be examined unless this information is provided. If the complainant does not cooperate, the internal review will be closed.

If the internal review request is frivolous or vexatious, the employee undertaking the internal review will advise the complainant that the internal review will not be conducted. The internal review will be closed.

If the complainant's request for an internal review includes any new customer complaint issue(s), the internal review decision maker will advise the complainant the issue(s) is out of scope for the internal review. The issue(s) can then be lodged by the complainant as a new customer complaint.

What happens if I am dissatisfied with the outcome of the internal review?

If a complainant is dissatisfied with the outcome of the internal review process, they can seek an external review through:

- [Queensland Ombudsman](#) – the Queensland Ombudsman is an independent body who investigate complaints about the actions and decisions of Queensland agencies.
- [Queensland Human Rights Commission](#) – the Queensland Human Rights Commission is an independent body who handles complaints under the *Anti-Discrimination Act 1991* and the *Human Right Act 2019*.
- [Office of the Health Ombudsman](#) - the Office of the Health Ombudsman is Queensland's health service complaints agency. They are an independent statutory body and the one place all Queenslanders should go if they have a complaint about a health service provider or a health service provided to them, a family member or someone in their care.

What is expected of me?

The QAS expects complainants to:

- Cooperate in a respectful manner and understand that the QAS will not tolerate unreasonable conduct including abusive, aggressive or disrespectful behaviour;
- Provide a clear idea of the problem and the desired solution;
- Provide all relevant information when the complaint is made; and
- Understand that some matters cannot be addressed through the complaints management framework.

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Want more information?

Customers

For more information on the QAS Complaints Management Framework refer to the [QAS Website](#) or email QAS.Feedback@ambulance.qld.gov.au.

Employees

For more information on the QAS Complaints Management Framework refer to the [QAS Portal](#) or email QAS.Feedback@ambulance.qld.gov.au.