

Fact Sheet

Making a complaint

The Queensland Ambulance Service (QAS) is committed to providing excellence in ambulance service and your feedback helps us to improve our service.

If you are not satisfied with a service provided or decision made by the QAS, it is your right to make a complaint.

What is a customer complaint?

It is an expression of dissatisfaction about the service or action of the QAS or its employees, by a person who is directly affected by the service or action, and includes complaints related to:

- A decision made, or a failure to decide by an employee of the QAS
- An act, or failure to act by the QAS
- The formulation of a proposal or intention by the QAS
- The making of a recommendation by the QAS
- The customer service provided by an employee of the QAS.

If you raise a concern about a decision or action of the QAS and you are not apparently directly affected by the decision or action you are complaining about, your concerns will be progressed as Feedback.

1. How do I make a complaint?

These are the ways you can give feedback:

- **Online feedback form**
Scan the QR code or visit www.ambulance.qld.gov.au/about/compliments-and-complaints/form
- **Write to us**
QAS Compliments and Complaints, Cluster 9.1, GPO Box 1425, Brisbane Qld 4001
- **Email us**
QAS.Feedback@ambulance.qld.gov.au
- **Contact our regional offices**
www.ambulance.qld.gov.au/about/qas-regions



We are committed to effective complaints management and will deal with all complaints about our actions, decisions or officer's conduct in a responsive, confidential and fair manner.

2. Information to include in a complaint

When you make a complaint, tell us what happened, and what you'd like us to do. Include dates and times, and explain what actions have been taken so far. Understanding the outcome you're seeking can help us resolve your concern.

The QAS has an obligation to ensure that all personal information associated with the complaint is kept confidential and is not disclosed to a third party without appropriate consent, where required.

A complaint may remain anonymous; however, this may limit how the QAS can address your complaint.

3. When is the QAS unable to manage a complaint?

- when the QAS has no jurisdiction to action the matter
- when a complaint matter is being dealt with or previously dealt with by an external complaint agency, court or tribunal
- when it is not possible to establish the QAS's jurisdiction in the matter

4. What happens after I make a complaint?

Once your concerns have been assessed as a complaint, we aim to complete your complaint within 30 business days.

We will keep you informed of the progress and you will receive notification of the outcome and review options available to you.

You can also provide feedback about the outcome.



5. What happens if I am dissatisfied with the outcome of my complaint?

If you are dissatisfied with the outcome of your complaint or how your complaint has been managed, you can request an internal review.

Internal Review:

You need to submit a request for internal review within 20 business days of receiving the outcome. The request should detail the specific aspects of the complaint outcome or process you disagree with.

External Review:

Once your internal review is completed and you remain dissatisfied with the outcome, you can seek an independent external review. You will be provided with information on where and how to pursue an external review.

Where can I find more information?

- **Visit our website**
www.ambulance.qld.gov.au
- Contact us via any of the options above under 'How do I make a complaint?'.



Scan for feedback form