

February 2024

# Complaints Management Factsheet

A Complaints Management System (CMS)  
Resource



Queensland  
Family & Child  
Commission



## What is a customer complaint?

A **customer** of the Queensland Family and Child Commission (QFCC) is an individual or organisation directly affected by a service, action or inaction of the QFCC.

A **complaint** refers to a statement of dissatisfaction about a service or action (or lack thereof), where a customer reasonably seeks a response. This could include:

- a decision made, or a failure to make a decision.
- an act, or failure to act.
- a service provided.

## What are my rights when making a complaint?

If you are directly affected by, and/or dissatisfied with, the work of the QFCC, then you have the right to make a complaint. The right to make a complaint extends to children and young people too. The QFCC acknowledges the importance of feedback as part of a continuous improvement strategy for our work and is committed to receiving all types of feedback from the community and managing this feedback appropriately.

You have the right to make a complaint and feel heard by the QFCC. You also have the right to be made aware of timeframes as well as the outcome of your complaint.

If you are dissatisfied with the response, you have the right to request an internal review. If you are still dissatisfied, you can seek an external review, which will be undertaken by a suitable external agency.

## How do I make a complaint?

### QFCC's responsibilities and making a complaint

The QFCC was established by the *Family and Child Commission Act 2014* to:

- promote the safety, wellbeing and best interests of children and young people.
- promote and advocate for the responsibility of families and communities to protect and care for children and young people.
- improve the child protection system.

## QFCC’s responsibilities and making a complaint (cont’d)

Some of the ways we achieve this is by:

- influencing systemic change by monitoring and reporting on the performance of the child protection system.
- working alongside government and non-government agencies to amplify the voices of Queensland children, young people and families.
- advocating for change to improve the safety and wellbeing of Queensland children and young people.

While we have oversight over the actions of other government agencies, we must not lose sight of the fact that we too are accountable to the children, young people and families of Queensland, our stakeholders, and the wider community (herein collectively referred to as ‘customers’). There may be times, however, that our customers are dissatisfied with our work, and it is our responsibility to ensure that these views can be shared in a timely and accessible manner. We are committed to receiving all types of feedback, including complaints, and to working with our customers to reach appropriate resolutions. This process of feedback and reflection opens the door for improved practices and greater advocacy opportunities.

We **do not** have the power to:

- investigate the specific circumstances of individual children and families.
- handle complaints relating to Blue Cards or related legislation.
- investigate or provide individual advice regarding family law, including family separation, custody, etc.

### How to make a complaint about the QFCC

You can make a complaint about the QFCC if you are directly affected by the following:

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

Complainants have several options for lodging a complaint with the QFCC. These methods include, but are not limited to:

<b>Telephone</b>	(07) 3900 6000	<b>Email</b>	info@qfcc.qld.gov.au
<b>Website</b>	https://www.qfcc.qld.gov.au/contact-us	<b>Social media</b>	Facebook @keepkidssafeqld Instagram @keepkidssafeqld LinkedIn queensland-family-and-child-commission

Alternatively, you may make a complaint via the central Queensland Government complaints portal:

Via the [online complaints form](#)

Telephone: 13 QGOV (13 74 68); International callers: + 61 7 3022 6100

## Responsibilities of other agencies and making a complaint

The QFCC often receives complaints about matters relating to children and families which fall under the responsibility of other government agencies. While we can provide you with the contact information for the relevant agency, we are unable to take any further action. To ensure your complaint is actioned as quickly as possible, it is best to contact the relevant agency directly.

<p><b>If you are worried someone is in immediate danger, or the situation is life-threatening</b></p>	<p><b>Emergency services – 000</b></p>														
<p><b>If you suspect a child or young person is being harmed, or is at risk of harm</b></p>	<p><b>Department of Child Safety, Seniors and Disability Services</b>  <b>During business hours:</b>                  Contact the relevant Regional Intake Service:</p> <table border="1" data-bbox="547 846 1409 1133"> <tr> <td>Brisbane and Moreton Bay</td> <td>1300 682 254</td> </tr> <tr> <td>Far North Queensland</td> <td>1300 684 062</td> </tr> <tr> <td>North Queensland</td> <td>1300 706 147</td> </tr> <tr> <td>South East Logan, Gold Coast and Bayside</td> <td>1300 679 849</td> </tr> <tr> <td>South West Darling Downs (Toowoomba)</td> <td>1300 683 390</td> </tr> <tr> <td>South West West Moreton (Ipswich)</td> <td>1800 316 855</td> </tr> <tr> <td>Sunshine Coast &amp; Central Queensland</td> <td>1300 703 762</td> </tr> </table> <p><b>After hours:</b>                  Contact the Child Safety After Hours Service Centre on <b>1800 177 135</b>.</p>	Brisbane and Moreton Bay	1300 682 254	Far North Queensland	1300 684 062	North Queensland	1300 706 147	South East Logan, Gold Coast and Bayside	1300 679 849	South West Darling Downs (Toowoomba)	1300 683 390	South West West Moreton (Ipswich)	1800 316 855	Sunshine Coast & Central Queensland	1300 703 762
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<p><b>Question / concern / complaint about Blue Cards</b></p>	<p><b>Blue Card Services - (07) 3211 6999</b></p>														
<p><b>Seeking family support services</b></p>	<p><b>Family and Child Connect Services – 13 FAMILY (13 32 64)</b>  <b>Family Wellbeing Services – 1300 117 095</b>  <b>Ask Izzy - <a href="https://askizzy.org.au/">https://askizzy.org.au/</a></b></p>														
<p><b>Family court matters</b></p>	<p><b>Family Court of Australia – <a href="https://www.fccoa.gov.au/policies-and-procedures/complaints-policy">https://www.fccoa.gov.au/policies-and-procedures/complaints-policy</a></b></p>														
<p><b>Children in foster care</b></p>	<p><b>Office of the Public Guardian – 1300 653 187</b></p>														
<p><b>Seeking information or records about children or young people in / previously in care</b></p>	<p><b>Child Safety Service Centre – for children currently in care</b></p> <p>If the child is no longer in care, contact the <b>Right to Information Unit, Department of Child Safety, Seniors and Disability Services – 1800 809 078 – or email <a href="mailto:rti@cyjma.qld.gov.au">rti@cyjma.qld.gov.au</a></b></p>														
<p><b>Complaint about the conduct of another agency</b></p>	<p>Please contact the relevant agency to find out their complaint process.</p>														

## What should I expect from the QFCC?

### Timeframe for response

The following is an overview of the timeframes you can expect upon lodgement of your complaint:

