

Your complaint's journey

Department of Justice and Attorney-General (DJAG) is committed to delivering high quality services that respond to community needs. DJAG values the benefits of effective complaint handling. 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 DJAG in person, by phone, email, letter or using the online form on DJAG'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 client complaint management policy, please ask for a copy or access through the DJAG website: justice.qld.gov.au.

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

Your complaint will remain confidential.



A staff member who handles complaints will acknowledge your complaint within 5 working days.

They 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 officer will review any file notes, policies, procedures and legislation to get 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 standard, the complaints officer will respond to you within 30 working days.



If your complaint is assessed as complex, the complaints officer will respond to you within 70 working 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 with reasons for the decision.

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 by a different staff member.

If you are unsatisfied with the outcome of the internal review, you can request an external review. This is conducted by a DJAG employee external to the relevant business area.



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