

Fact Sheet

Internal Review

If you are dissatisfied with the decision made to resolve your complaint, or how your complaint was handled, you can request an internal review.

An internal review considers if the findings of your complaint were appropriate and/or whether the customer complaints management process was followed.

The internal review looks at all relevant information including legislation, policies, procedures, and practice standards.

How do I request an internal review?

You will be provided with information on how to request an internal review in the outcome letter of your complaint. Alternately, you can scan the QR code and complete the online feedback form or you can visit the QAS website www.ambulance.qld.gov.au/about/compliments-and-complaints/form

You will need to make a request for an internal review within 20 business days of receipt of your outcome letter.

You will need to explain why you don't agree with the process or findings, (ie. why the original decision was unreasonable, or the complaint handling process was unfair or deficient) and the desired solution. You should also provide all relevant information when requesting the internal review.

Any request made after 20 business days will be assessed on its merits and will only be accepted at the organisation's discretion.

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 complaint.

An internal review should take no more than 30 days from the day you contact the QAS, to you receiving a written response.

What type of matters can be reviewed?

Some examples that would be suitable for an internal review process include:

- You are dissatisfied with the findings of your complaint and feel relevant information was not considered in the complaint process.
- You feel there was a conflict of interest with the officer managing your complaint or the decision-maker.
- You were not provided an outcome to your complaint.

What if I remain dissatisfied?

Once your internal review is completed, you have the right to ask for an external review.

You will be provided details on how and where you can seek an external review in the outcome letter of your internal review.

Where can I find more information?

- **Visit our website**
www.ambulance.qld.gov.au
- **Email us**
QAS.Feedback@ambulance.qld.gov.au



Scan for feedback form

