

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 will 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, depending on the nature of your complaint, on where and how to pursue an external review.

Human rights complaints

The *Human Rights Act 2019* protects and promotes fundamental human rights. You can make a complaint to us if you believe that an act or decision was made that is not compatible with human rights or when making a decision, there was a failure to consider human rights relevant to the decision. You can make a human rights complaint using the same method as a standard complaint.

Once 45 business days have elapsed from the date of complaint and if the QAS has not responded to your complaint, or you are not satisfied with the response, you may refer your human rights complaint to the Queensland Human Rights Commission.

Charter of victims' rights complaints

Victims of violent crime have rights under the Queensland Charter of Victims' Rights (the Charter). If a victim believes they have not had their Charter rights upheld when interacting with the QAS, they have the right to make a complaint.

You can complain directly to the QAS, or to the Office of the Victims' Commissioner.

Privacy complaints

You can lodge an information privacy complaint if you believe that the QAS has breached its obligations under the *Information Privacy Act 2009*.

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