

QSNTS' Internal Review Process

The person's concern relates to:

Staff conduct or QSNTS' exercise of statutory functions (s203 BI).

QSNTS' decision not to provide assistance (s203 FB).

Informal process
(verbal complaint).

The CEO's conduct.

Formal process
(written complaint).

Client makes a request to the CEO in writing for a review of the decision, which is acknowledged within 7 days.

The person(s) concerned attempt to resolve the issue.

The Board of Directors address the matter.

CEO, person(s) concerned and their manager(s) are informed.

An internal reviewer (a lawyer not involved in the decision) is appointed to review the decision.

Resolved

Unresolved

The reviewer considers all relevant material and, within 28 days, will do one of the following:

CEO is informed.

Escalates to formal process.

A letter of acknowledgement is sent to the complainant within 7 days.

Affirm the decision;

Vary the decision; or

Make a new decision,

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www.qsnts.cm.au

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Complaint is investigated.

and notify the CEO in writing of their decision, and the reasons for this.

The CEO reaches a decision, and a formal response is provided within 28 days.

CEO notifies the client in writing within 7 days of the review's outcome.

END OF QSNTS' INTERNAL REVIEW PROCESS.

If the client is dissatisfied with the outcome of QSNTS' internal review, they may be entitled to have the decision reviewed by the Department of the Prime Minister and Cabinet (overleaf).

Dept. Prime Minister and Cabinet Review Process

The person(s) has accessed QSNTS' internal review process regarding a decision not to provide assistance, and is dissatisfied with the review outcome.

DPMC will refuse the review if QSNTS' internal review has not first been undertaken.

Person(s) contacts the Department of the Prime Minister and Cabinet (DPMC) and requests a review of a decision made by QSNTS (under s203FB of the *Native Title Act*).

A DPMC team member discusses the concern with the person(s).

The complaint is registered, and the person(s) are advised of the process which will be taken to resolve it.

Person(s) are kept informed of progress, and may be contacted to clarify any issues.

DPMC endeavours to provide a written response within 28 days. If more time is required, the complainant(s) are notified of this.

QSNTS' original decision is affirmed.

Funding is to be made available under s203FE for facilitation and assistance functions.

END OF DPMC's INTERNAL REVIEW PROCESS.

If the person(s) is dissatisfied with the outcome of DPMC's review, the client may (within 28 days) lodge a request for review of the decision with the Federal Circuit Court under the Commonwealth *Administrative Decisions (Judicial Review) Act 1997*. Alternatively, they make a complaint to the Commonwealth Ombudsman.