

Charter of service

This charter sets out the standards of service you can expect if you lodge a complaint with us about corruption in the public sector. It also details what recourse you have if you do not receive this service.

Our goal

It is our goal to ensure that our complaints-handling system:

- accords with legislative requirements and best practice is timely, efficient, effective, fair and accessible
- recognises your right to complain about possible corruption and to have your complaint appropriately handled
- is responsive, and maintains public confidence in the CCC
- makes public sector agencies accountable for the way they deal with complaints of corruption.

Our commitment to you

If you lodge a complaint with us, we will:

- treat you with courtesy and respect
- respond in a timely, efficient manner
- act fairly and ethically
- respect your right to confidentiality and privacy
- let you know if another agency would be best placed to deal with your concerns
- explain our decisions to you and what you can do if you do not agree with them.

How we deal with complaints

In assessing your complaint, we will determine whether it is within the CCC's jurisdiction and decide whether it is in the public interest for us to deal directly with your concerns. In performing its corruption function, the CCC must focus on more serious cases of corrupt conduct and cases of systemic corrupt conduct within an agency.

If the CCC determines not to deal with your concerns, we may refer your complaint to the agency you are complaining about, and ask them to deal with it. We do this because all government agencies are required to take responsibility and be held accountable for the performance and behaviour of their own staff. We believe that this is the best way to maintain a strong culture of integrity and reduce opportunities for corruption.

We may review or audit the handling of some complaints we refer to another agency.

If we investigate your complaint

When we investigate a matter, we do not determine guilt, nor do we discipline anyone. Only a court can decide if someone is guilty or not guilty of a criminal offence, and only a CEO of a public sector agency or a tribunal has the power to impose a disciplinary sanction on a public sector officer.

Therefore, if we investigate your complaint, we collect and assess the evidence and, if this is considered sufficient, send a report to:

- a prosecuting body to consider any prosecution action warranted
- the agency involved so it can consider any disciplinary charges warranted
- the agency involved so it can modify its processes to avoid repetition of the problem.

If we refer your complaint to another agency

As the agency you are complaining about is usually best placed to deal with your complaint, in most cases we will refer the matter to them to deal with. If we decide that referral is the most appropriate option, we will let you know which agency is handling your complaint.

That agency will:

- decide how to deal with your complaint
- tell you what they have decided
- let you know the outcome.

We may have to give the agency your name with the details of your complaint. If you do not wish to be identified, the CCC may be limited in how it can deal with your anonymous complaint.

We can advise you of the options available to you should you wish for your details to remain anonymous, however these options may be limited.

Unhappy with our service or decision?

We want to provide you with an excellent service, so your views are very important to us. If you have any grievances about the way a CCC officer has treated you, or how we have assessed your complaint, please contact us, and we will try to resolve the matter.

If you are still unhappy with our assessment, you may submit a request for a review to the Director of Integrity Services, Crime and Corruption Commission, within two weeks of when you were notified of the decision. The review will be conducted by a senior CCC staff member, but not the one who made the original decision. Only one review is allowed.

Please note that this is a review of how we *assessed* your complaint, not of the outcome of an investigation conducted by the CCC or another agency.

You may also take your grievance to the Parliamentary Crime and Corruption Committee (PCCC), at Parliament House, George Street, Brisbane 4000, which oversees our activities.

We will monitor and review our service performance and report regularly to the PCCC, and will review this charter every three years.

A warning about false complaints

Anyone who makes a complaint or provides information to the CCC knowing it to be untrue may be prosecuted under the Crime and Corruption Act. Such complaints are treated seriously because they waste public resources and unfairly damage reputations.

Crime and Corruption Commission

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