

Request complaint review

If you are unhappy with our assessment decision, you may use this form to submit a request for review within 14 days of when you were notified of the decision. **This is a review of how we assessed your complaint, not the outcome of an investigation conducted by the CCC or another agency.**

Please note, if the Chairperson of the CCC was substantially involved in the assessment decision, then a review of the decision will not be conducted. This is because there is no equivalent or more senior officer to undertake the review. For any other assessment decisions, a single review will be conducted by a CCC staff member who is of equal level, or senior to the officer who made the original decision and was not involved in the original decision.

Before we will undertake a review:

- You must provide us with a concise summary of the reasons why you believe our assessment of your complaint is incorrect.
- If you have information relevant to your complaint that you have not previously provided to us, you can provide us with a concise two-page summary of the information, that we can consider as part of your review.

We will not undertake a review in the following circumstances:

- Your review request was submitted more than 14 days after the date on the assessment letter, and you are unable to provide an explanation for the delay.
- You do not provide reasons as to why you believe our assessment of your complaint was incorrect, or how/why the assessment was deficient.
- You provide further information in relation to your concerns, but do not express any dissatisfaction with the way we originally assessed your concerns.
- You are unhappy with the way in which your concerns were dealt with when we referred them to the agency, rather than the assessment decision.
- You are not the complainant or acting on behalf of the complainant.

If you make a complaint or seek a review and remain dissatisfied with how your complaint or review has been handled, you may be able to raise your concerns with the Parliamentary Crime and Corruption Committee (PCCC), at

Parliamentary Crime and Corruption Committee
Parliament House
Cnr of George and Alice Streets
Brisbane QLD 4000

Contact Information

*denotes mandatory field

Contact information should be the details of the original complainant or those authorised to act on their behalf.

Your name*

Your contact number*

Your email address*

Complaint Process Review Details

Complaint
reference number*Date of CCC
assessment decision*

Reason for review*

Further information

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Once you've completed this form:

Save the form, then email it to: complaints@ccc.qld.gov.au

Include your complaint reference number in the email subject line.

Attach any supporting evidence or information for your request for review.

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Alternatively, you may print the completed form and post it to:

GPO Box 3123

Brisbane QLD 4001