

HOW TO MAKE A COMPLAINT TO ARTS QUEENSLAND

MAKE A COMPLAINT TO ARTS QUEENSLAND

Making a complaint

Arts Queensland has a formal Complaints Management System in place to ensure that client and staff complaints are addressed.

Arts Queensland places a high value on feedback from its clients and staff. This feedback is used to shape and refine the future delivery of products and services and to improve decision making.

A crucial part of the feedback process is the Complaints Management Policy. Arts Queensland's policy affirms and supports the rights of clients and staff to provide feedback and to have complaints heard and actioned. Arts Queensland is committed to ensuring that all enquiries and complaints are resolved promptly, professionally, and in a fair, objective and equitable manner.

The steps to lodging a complaint with Arts Queensland

1. Before you contact Arts Queensland, think about what the problem is and how you would like it to be fixed. If it helps, write down the main points and any questions you have.
2. There are specific contacts for complaints about:
 - breaches of privacy – the Assistant Director, Legal & Administration Law Branch, Department of Education, Training and the Arts, PO Box 15033, City East, Q, 4002;
 - grievances – staff member's immediate supervisor;
 - public interest disclosures – the Deputy Director-General, Arts Queensland;
 - suspected official misconduct – the Deputy Director-General, Arts Queensland.
3. Decide on how you want to contact Arts Queensland – by telephone, email, letter or face-to-face.
4. Stay calm and explain the problem as clearly as possible. Ask questions if there is anything you do not understand.
5. In the first instance you should contact the staff member you have been dealing with. This officer will try to resolve the problem where possible, or the matter may be referred to another more appropriate officer to attempt a resolution.
6. Your complaint may be made orally, however you are encouraged to put your complaint in writing. A Complaint Form is available www.arts.qld.gov.au.
7. Complaints may be delivered to Level 16, 111 George Street, Brisbane, Q, 4001 or posted to **GPO Box 1436, Brisbane Qld 4001** or **emailed to: reception@arts.qld.gov.au**.
8. Ensure copies of all relevant documents are provided.
9. If you are unable to speak or write English, or if you just feel more comfortable speaking or writing in your own language, you will need someone to translate for you when making your complaint. You can ask a relative, friend or someone at work to help you; you can arrange your own translator by calling the Translating and Interpreting Service on 131 450; or you can contact a migrant resource centre or your ethnic community council.
10. Anonymous complaints will be accepted and treated on their merits like any other complaint. However, refusal to supply, or allow disclosure of, certain relevant information may be a significant barrier to either the ability to adequately investigate or resolve a complaint.
11. If you remain dissatisfied with the action taken you are encouraged to seek to have the decision or outcome reviewed by Arts Queensland. Arts Queensland will acknowledge receipt of your request for a review and provide you with a response following consideration of the matter.
12. In the event that you remain unsatisfied with the review undertaken by Arts Queensland, you may refer the matter to an external complaint management agency, such as the Queensland Ombudsman's Office. Contact details are: Level 25, 288 Edward Street, Brisbane, Qld, 4001 or GPO Box 3314, Brisbane Qld, 4001. Telephone: 07 3005 7000 or email: ombudsman@ombudsman.qld.gov.au