

Request for Internal Review of Complaint - Form

If you are dissatisfied with the outcome of your complaint or the way your complaint was handled by the Family Responsibilities Commission (**FRC**), you can ask for your complaint to be reviewed.

When requesting an internal review, please explain why the review is appropriate i.e. why the original complaint outcome was unreasonable and/or the complaint handling process was unfair or deficient. If you do not provide sufficient information, your internal review request may not be examined.

Before requesting an internal review, please refer to the FRC [Complaint Management Policy](#) which contains information about internal reviews.

How do I request an internal review?

There are two ways you can request an internal review:

- complete the following form and lodge it with the FRC; or
- if you are unable to complete the form, contact the FRC by phone or email.

Internal reviews are to be lodged with the FRC within **20 business days** of when you received the outcome of your original complaint.

Make sure your request explains why an internal review is appropriate (i.e. why the original decision was unreasonable or the complaint handling process was unfair or deficient) and what action you would like taken to resolve your issue.

1. Yours Details

Name	
Postal Address	
Contact Number	
Email address	

Special assistance required: ☐ No
[eg. hearing impaired] ☐ Yes Please specify:

2. Complaint Reference Number (if known): _____

3. Why are you seeking an internal review

Please explain why you believe the original decision was unreasonable or the complaint handling process was unfair or deficient – attach another page if required.

Please note an internal review cannot be requested simply because you disagree with the original decision or process. It is your responsibility to explain how the original decision or process was unreasonable, unfair or deficient.

4. What outcome are you seeking ?

Please indicate the outcome you seek – attach another page if more room is required.

5. How to lodge your request for internal review

Your request for review can be lodged:

By email: complaints@frcq.org.au
By post: Family Responsibilities Commission
PO Box 5438
CAIRNS QLD 4870
In person: 184 Mulgrave Road
CAIRNS QLD 4870

Further assistance:

The [Translating and Interpreting Service \(TIS National\)](#) is available for complainants who are unable to speak or write in English. They are available on phone **131 450**.

The [National Relay Service](#) is available for complainants with hearing or vision impairments. Contact details are as follows:

NRS Chat:..... nrschat.nrscall.gov.au
SMS Relay: 0423 677 767
Voice Relay 1300 555 727
TTY (Speak/Type and Read) 133 677
TTY (Type and Listen) 1800 555 677

Privacy Statement

Personal information is handled in accordance with the Information Privacy Act 2009 (Qld).

The personal information you provide as part of your complaint is collected by the Family Responsibilities Commission (FRC) for the purpose of dealing with your complaint. The FRC may disclose the personal information you have provided to other Queensland Government Agencies, external organisations or individuals where necessary to manage, investigate, resolve or respond to your complaint. The personal information you provide with otherwise only be shared where required or authorised by law.

Providing personal information is voluntary, however if you choose not to provide certain details we may be unable to fully deal with your complaint.

You have the right to access and amend your personal information. To request access to or amendment of your personal information, or further information about how your personal information is handled, please contact the FRC Registrar:

1800 004 973 (free call); 07 4081 8400
frcenquiry@frcq.org.au
184 Mulgrave Road, WESTCOURT Q 4870
PO Box 5438 CAIRNS Q 4870.

For more information see our [Privacy Policy](#).

Office Use Only	
Complaint File Number	
Date FRC Received Request for Review	
Review Logged FRC Complaints Register ?	Yes/No