# Customer complaints: Request an internal review

**Privacy statement** *The Department of Education (the department) is collecting your personal information for the purposes of managing your complaint. The information will be provided to relevant staff to enable your complaint to be investigated, which may include any school or departmental staff member you are complaining about. The information will not be disclosed by the department to any third party without your consent or unless authorised or required by law. If the department asks for information and you do not provide it, the department may not be able to conduct a review.*

If you are dissatisfied with the way your customer complaint was handled by the department or believe the outcome to be unreasonable, you can ask for your complaint to be reviewed by the department. This is called an internal review.

When requesting an internal review, you must explain:

1. why the review is appropriate – for example, why the original complaint outcome was unreasonable and/or the complaint handling process was unfair or deficient.
2. what action you would like taken to resolve your issue.

If you do not provide sufficient information, your internal review request may not be examined by the department.

You can find more information about the department’s internal review process in the [Internal review procedure](https://ppr.mpe.qed.qld.gov.au/pp/customer-complaints-management-internal-review-procedure) and [Internal review information sheet](https://ppr.mpe.qed.qld.gov.au/attachment/customer-complaints-management-internal-review-information-sheet.docx).

Please note that this form is only for internal reviews of customer complaints, not other departmental complaint processes. Information about other departmental complaint processes is available on our [webpage](https://qed.qld.gov.au/contact/compliments-complaints).

## How do I request an internal review?

You can request an internal review in two ways:

1. Complete the following form and lodge it with the area that responded to your original complaint, or the [regional office](https://education.qld.gov.au/contact-us/state-schools-regional-contacts), if your original complaint was handled by a school; or
2. If you are unable to complete the form, call the area that responded to your original customer complaint, or the [regional office](https://education.qld.gov.au/contact-us/state-schools-regional-contacts), and submit your request over the phone.

You must request the internal review **within 20 days** of receiving the outcome of your original complaint.

## Request for an internal review form

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| **Contact information**  *Note – the internal review officer may need to contact you to discuss your request or clarify any information you have provided* | |
| Name |  |
| Phone number |  |
| Email or mailing address |  |
| Preferred contact method and time |  |
|  | |
| **Complaint reference number (if known)**  *If you do not know your reference number, attach a copy of the complaint outcome the department sent you. If you do not have this information, this section can be left blank.* | |
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| **Tell us why you are seeking an internal review**  *Please explain why you believe the original decision was unreasonable or the complaint handling process was unfair or deficient. If you need more space, you can attach additional information (up to a maximum of five pages).*  *Please understand that 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. If you do not do this, the department may decline your request for an internal review.* | |
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| **Is there any new information relating to this matter you would like the department to consider in reviewing your customer complaint?**  ***Note: any new issues raised that were not considered as part of your original complaint will need to be lodged as a separate complaint*** | |
|  | |
| **What outcome are you seeking?** | |
|  | |
| Date: | |