

Complaints

Introduction

As an integrity agency, the Queensland Audit Office (QAO) takes complaints from our clients and stakeholders about us as an entity or our workforce very seriously.

What is a complaint?

Complaints are formal negative feedback provided to us about:

- our financial administration, business operations, community engagement, or corporate publications
- the quality of service our workforce provides
- any issues of fairness, equity, probity, or consistency in how we have applied our mandate, policy, or practices
- the conduct of our audits, including compliance with professional standards, regulatory and legal requirements, and our system of quality control.

Complaints under our policy exclude:

- feedback provided in client surveys
- appeals against decisions made in accordance with statutory requirements
- concern about matters directly related to legislation or government policy
- financial audit fees or audit outcomes, including our independent audit report.

We appreciate feedback

We want to provide you with excellent service, while still maintaining our independence. As a learning organisation, your views—either positive or negative—are very important to us.

If you wish to provide informal feedback, please contact your engagement leader or our Assistant Auditor-General—Financial Audit Services.

Fact sheet

How do I make a complaint?

Please contact us via:

- **online**—complete the QAO [feedback form](#) on our website
- **email**—to complaints@qao.qld.gov.au
- **mail**—to PO Box 15396, City East Qld 4002
- **telephone**—on (07) 3149 6000
- **in person**—by arranging a meeting with the Assistant Auditor-General—Specialist Audit Services, Level 14, 53 Albert Street, Brisbane Qld 4000.

When making a complaint, please provide:

- your relationship with QAO (for example, client, supplier, or contractor)
- the nature of your complaint, including when the conduct giving rise to the complaint occurred
- details of the matter, including amounts involved (if applicable and known) and evidence you have
- specific standards or requirements that you consider may have not been complied with (where the complaint relates to alleged non-compliance with professional standards, or regulatory or legal requirements)
- details of the QAO employees involved
- if you suspect possible corrupt conduct or criminal activity
- if you believe the matter is a 'one-off' or if it indicates a systemic issue
- details of any prior discussions with QAO employees in relation to the complaint
- copies of supporting documentation
- if you have referred this matter to any other organisation
- the remedy or resolution you are seeking as a result of raising the complaint.

You may remain anonymous or make a [public interest disclosure](#) under the *Public Interest Disclosure Act 2010*.

We treat your personal information, including name and contact details, as confidential, except where compelled by law.

While you may wish to talk to us about your concerns in the first instance, we prefer that you initially document and provide any details about the information or allegations to us, including any evidence you have.

You cannot withdraw your complaint once made, and there is no reprisal from making a complaint.

How do we deal with complaints?

QAO is committed to handling all complaints confidentially, fairly, ethically, and objectively. If you have provided your contact details, we will acknowledge your complaint within five working days.

We will assign a decision-maker, independent of the parties named in the complaint, to determine the appropriate action. The decision-maker will consider a number of factors, including but not limited to:

- the seriousness and significance of the matters raised—such as the potential for misconduct, corrupt conduct, or criminal activities
- the position and number of staff involved
- whether there is an indicator of a systemic problem or a serious abuse of power
- the sufficiency, source, and nature of evidence provided—we may ask you for further information
- the timing of the event
- the complainant's desired outcome.

Subject to confidentiality provisions, the decision maker will inform you in writing of the final decision, the reasons for the decision, and any actions taken.

What if you remain unsatisfied?

If you have any grievances about how we have assessed your complaint, or with the outcome of your complaint, you may write to the Queensland Auditor-General to request a review of the complaint process. The auditor-general must be notified using the address above within 10 working days of when you were notified of the original decision. The auditor-general will instigate the review and a senior QAO staff member, but not the one who made the original decision, will conduct the review. The auditor-general will write to you of the outcome of the review of the complaint process when complete.

If you remain dissatisfied with the auditor-general's review of your complaint, you can refer the matter to an external agency such as the:

- [Queensland Ombudsman](#) (prohibited by the [Ombudsman Act 2011](#) from external review of any administrative action taken by the auditor-general)
- professional accounting bodies (for example, [CPA Australia](#) and [Chartered Accountants Australia & NZ](#))
- [Anti-Discrimination Commission](#).





qao.qld.gov.au/reports-resources/fact-sheets
qao.qld.gov.au/reports-resources/parliament

T: (07) 3149 6000
M: qao@qao.qld.gov.au
W: qao.qld.gov.au
53 Albert Street, Brisbane Qld 4000

