



# Complaints to the Parliamentary Crime and Corruption Committee

A guide to making a complaint about the Crime and Corruption Commission to the Parliamentary Crime and Corruption Committee

The Parliamentary Crime and Corruption Committee (the committee) receives complaints about the Crime and Corruption Commission (CCC), as part of its function to monitor and review the performance of the CCC.

The complaints received assist the committee with its oversight of the CCC.

## Who can make a complaint?

Any individual or organisation may make a complaint, in writing, about the CCC to the committee.

## What can I complain about?

Your complaint must be about the CCC's handling of a complaint or allegation that you have previously made to the CCC.

You must have already complained to the CCC about its handling of your complaint or allegation before bringing it to the committee's attention.

The committee does not act as an appeal body against CCC determinations, nor may it substitute its conclusions for that of the CCC in relation to a matter dealt with by the CCC.

## Issues the committee will consider

The committee considers complaints to determine whether the CCC, or any of its officers, acted inappropriately.

The committee examines administrative matters, such as procedural or systematic deficiencies within the CCC, including:

- timeliness in the handling of complaints, including responsive and timely communications with complainants
- whether CCC officers have acted professionally in their dealings with complainants
- whether the CCC has provided information about how a dissatisfied complainant may request an internal review of a CCC assessment outcome or decision, and
- whether the CCC acted within its legislative powers.

## Complaints the committee cannot consider

The committee's role is limited to monitoring and reviewing the performance of the CCC. The committee has no powers to consider complaints about other individuals or bodies, such as:

- Government Ministers or departments
- Members of Parliament
- the Queensland Police Service (QPS)
- local government
- the Courts and tribunals, e.g. Queensland Civil and Administrative Tribunal
- the Office of the Health Ombudsman
- the Office of the Information Commissioner.

In addition, the committee does not have the power to carry out original investigations into allegations of corrupt conduct or police misconduct.

## How will my complaint be dealt with?

Once your complaint has been received, assessed and accepted by the committee, the following steps take place:

- the committee may write to the CCC regarding your complaint and may request a report about the CCC's handling of your complaint
- the committee will assess any response from the CCC about your complaint, and
- the committee will write to you outlining its final determination about your complaint.

The committee's determination is final and is not subject to review by any other individual or organisation.

## How long will it take for the committee to consider my complaint?

The committee is unable to provide a timeframe for its consideration of complaints, due to the frequency of its meetings and factors outside the committee's control, such as the time taken to receive reports from the CCC.

*Please note* – it is not uncommon for the committee's consideration of a complaint to take over six months.

## Possible outcomes

The committee's consideration of complaints have resulted in the CCC:

- providing a fuller explanation of its decisions or processes
- apologising for the manner in which it has handled complaints
- reviewing its original decision
- changing its policies or procedures, and
- undertaking not to repeat a certain action.

Please note that the committee cannot provide any compensation, financial or otherwise, to complainants.

## Confidentiality requirements

Standing Order 211A of the Standing Rules and Orders of the Legislative Assembly requires that all committee proceedings remain strictly confidential until the committee has reported or published those proceedings.

Correspondence between yourself and the committee, including the fact that you have made a complaint, constitutes committee proceedings and therefore must remain confidential.

This Standing Order does not prevent you seeking legal advice in relation to your complaint.

## Contact Details

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