

Compliments and complaints

Office of the Director of Public Prosecutions



Easy English

Blue words



Some words in this policy are **blue**.

We write what the blue words mean.

Help with this policy



You can get someone to help you

- understand this policy

- find more information.



Contact information is at the end of this policy.

Acknowledgement of Country

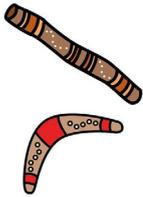


Aboriginal and Torres Strait Islander peoples are the First Peoples of Queensland.



They are the Traditional **Custodians** of our lands and waters.

Custodians are people who look after something.



We understand the importance of First Peoples'

- culture
- language
- history.



About this policy



This policy is from the Office of the Director of Public Prosecutions.



It tells you how to

- **compliment** us
 - compliment means you tell us we did a good job

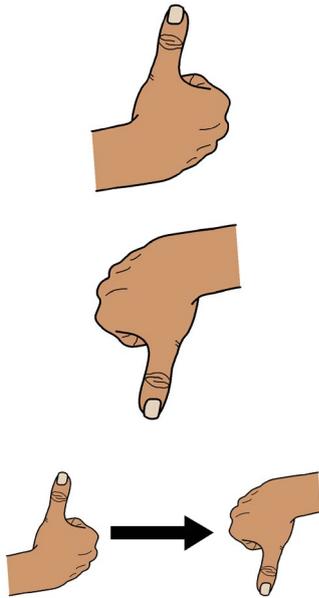


- make a **complaint** about us.

A complaint is when you tell us you are **not** happy.



You tell us why you are **not** happy.



Compliments and complaints helps us know

- what we did well
- what we did **not** do well
- what we could do better.

What you can make compliments or complaints about



You can tell us

- how our staff behaved



- how we handled your case



- if you want us to review a decision we made about your case
- if you want us to review a decision the court made about your case.

Who can make a complaint



You can make a complaint if you are

- a victim of crime



- a family member of a victim

- a **witness**.



A witness is someone who

- saw a crime happen



- has information about a crime.

What we will do when you make a compliment or complaint



Someone who was not part of your case will review your compliment or complaint.



They will talk to the staff member you have complimented or complained about.



A deputy director of public prosecutions will decide what to do about a complaint.

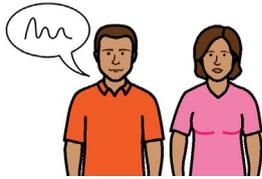
How we will tell you what we decide about a complaint



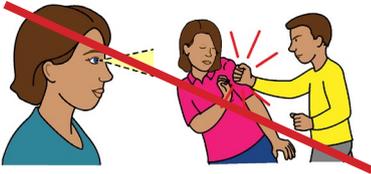
We will write to you or ask if you want to meet us.



You can bring a support person if you want to meet us.



The support person must be someone you can speak to about your case.



Your support person **cannot** be someone who is a witness in your case.



You cannot make another complaint about the same **issue** once we make a decision.

Issue means one part of the case.

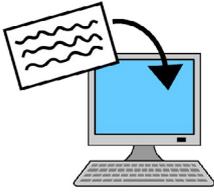
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We will try to decide in 28 work days.



We will tell you if it will take longer than 28 work days.

How you can make a compliment or complaint



Email

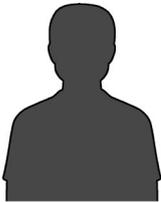
DPPFeedbackandcomplaints@justice.
qld.gov.au



You can talk to your victim liaison officer.



You can fill in the **anonymous** survey your victim liaison officer sent you.



Anonymous means you do not give us your name.

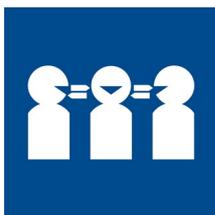
You can fill out the online complaints form.



Website

[justice.qld.gov.au/about-us/contact/
compliments-complaints/compliments-
complaints-form](https://justice.qld.gov.au/about-us/contact/compliments-complaints/compliments-complaints-form)

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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