

Queensland public service: complaints at a glance

Where public servants can raise integrity complaints and concerns

A high-performing public service has integrity as its cornerstone.

Under the [Code of Conduct for the Queensland public service](#), public service employees are required to report suspected wrongdoing, including conduct not consistent with the Code.

As a first step, employees should refer to their agency's policies that outline where and how complaints or concerns can be raised. However, there are a number of statutory bodies and agencies who have a role in maintaining and enhancing the integrity of the Queensland public service. They also provide an alternative avenue to raising complaints or concerns.

A high-level overview of types of complaints and where they can be raised is set out in the table below.

Type of complaint	Where to raise or refer	Relevant policy and directives
Corrupt conduct	Employing agency, other relevant agency, or Crime and Corruption Commission (CCC)	Employing agency's or other relevant agency's policy on corrupt conduct See also: Crime and Corruption Act 2001
Public interest disclosure	The proper authority, being the relevant public sector entity or a Member of Legislative Assembly. If the public interest disclosure involves corrupt conduct, the CCC	Employing agency's or other relevant agency's policy on public interest disclosure See also: Public Interest Disclosure Act 2010

Complaint against a Director-General	<p>Public Service Commission Chief Executive, the person nominated in the employing agency's complaints management policies.</p> <p>If the complaint involves corrupt conduct, the CCC.</p>	<p>Employing agency's or other relevant agency's complaints management policy and policy on corrupt conduct</p> <p>See also: Public Service Commission Directive:11/20 Individual employee grievances </p>
Complaint about an administrative action of an agency including: <ul style="list-style-type: none"> • a decision • a failure to make a decision • a recommendation made to a Minister • an action taken because of a recommendation made to a Minister. 	Qld Ombudsman	Ombudsman Act 2001
Employee grievances including: <ul style="list-style-type: none"> • bullying • breaches of the Code of Conduct • sexual harassment • human rights complaints. 	<p>Employing agency, other relevant agency, or the Queensland Human Rights Commission</p>	<p>Employing agency's or other relevant agency's complaints management policy</p> <p>See also: Public Service Commission Directive:11/20 Individual employee grievances Anti-Discrimination Act 1991 Human Rights Act 2019 </p>

Confidentiality and protections

The [Public Interest Disclosure Act 2010](#) provides employees who make a public interest disclosure a range of unique protections including keeping the disclosure's identity confidential and protecting them from reprisal.

It is a criminal offence to cause detriment to a person because it is believed that somebody has made or will make a public interest disclosure.

Making a public interest disclosure is sometimes referred to as whistleblowing.

