



ATSILS

Aboriginal and
Torres Strait Islander
Legal Service (Qld) Ltd

Client Complaints Process

The Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd, (“ATSILS”) proactively deals with client complaints and concerns and recognises that addressing legitimate complaints can improve future service delivery.

Service Delivery Issues

If you are unhappy about the service you have received from us then we would encourage you to make a formal complaint so that the matter can be fully investigated. Please find following a summary of the required procedures:-

- Please address your complaint in writing, to our Chief Executive Officer. If you have difficulty with writing, then we can assist you if requested to do so.
- Please include full details of the incident and include your name and contact details. You will then be contacted by us if we need further clarification.
- The complaint will be investigated by the Chief Executive Officer or an investigator appointed by the Chief Executive Officer.
- You will be advised of the outcome within two (2) weeks of receipt of the complaint (or as soon as practicable in the circumstances).
- Should you, the Complainant, be dissatisfied with the outcome, you can ask the Chief Executive Officer (in writing), to reconsider the matter – including raising any additional considerations which might have initially been overlooked.
- If the initial complaint relates to the Chief Executive Officer, then the matter should be referred to the Principal Legal Officer for a preliminary ruling.

Legal Assistance Issues

If you, the aggrieved Complainant, would like to seek a review of a Legal Assistance decision, you must apply in writing as soon as possible, (and in any event **within 3 months** of the date that you were notified of the decision in question). The following procedures shall apply to such an application:

- Please address your complaint in writing, to our Principal Legal Officer. If you have difficulty with writing, then you can request assistance, and the applicant will be informed of our availability to assist.
- An internal review of the decision will be conducted by ATSiLS Principal Legal Officer (in consultation with such other individuals as may be required).
- The Principal Legal Officer will endeavour to respond in writing to you, the Complainant, within two (2) weeks of receiving the application for review.
- This response will include the outcome of the review and an explanation of the reasons.
- Should you, the Complainant, be dissatisfied with the outcome, you can then appeal the decision to the Chief Executive Officer (in writing).

ATSiLS Contact Details:

Postal Address: PO Box 13035 George Street BRISBANE Q 4003

Phone: (07) 3025 3888

Fax: (07) 3025 3800

Email: info@atsils.org.au

Freecall 24/7  1800 012 255