

Industrial Registry Request an Internal Review

Version 1 | Date Effective: 1 November 2023

If you are dissatisfied with the outcome of your complaint or the way your complaint was handled by the Industrial Registry, you can ask for your complaint to be reviewed.

When requesting an internal review, you must explain why the review is appropriate i.e. why the original complaint outcome was unreasonable and/or the complaint handling process was unfair or deficient. If you do not provide sufficient information, your internal review request may not be examined.

For further information, please refer to the following:

- Complaints Management System Policy
- Complaints Management System Procedure
- Complaints Management System Framework

How do I request an internal review?

There are two ways you can request an internal review:

- complete the following form and lodge it with the Industrial Registry; or
- if you are unable to complete the form, contact the Industrial Registry by phone or email.

You must request the internal review within 20 days of receiving the outcome of your original complaint.

Make sure your request explains why an internal review is appropriate (i.e. why the original decision was unreasonable or the complaint handling process was unfair or deficient) and what action you would like taken to resolve your issue.

1. Complainant's Details

Name:	
Postal Address:	
Contact number:	
Email address	

Special assistance required:
[eg. hearing impaired]

No

Yes – Please specify: _____

2. **Complaint Reference Number** (if known): _____

3. Why are you seeking an internal review?

Please explain why you believe the original decision was unreasonable or the complaint handling process was unfair or deficient – attach another page if more room required.

Please note an internal review cannot be requested simply because you disagree with the original decision or process. It is your responsibility to explain how the original decision or process was unreasonable, unfair or deficient.

4. What outcome are you seeking?

Please indicate the outcome you seek – attach another page if more room required.

5. How to lodge your request for an internal review

This written request may be lodged using the following methods:

By email: girc.registry@girc.qld.gov.au

By post: Industrial Registrar, Queensland Industrial Registry
GPO Box 373,
Brisbane QLD 4001

In person: Level 21, Central Plaza 2
66 Eagle Street (Cnr Elizabeth and Creek Streets),
Brisbane QLD 4000

Personal information is handled in accordance with the *Information Privacy Act 2009*. Information regarding our privacy policy is available on the website - [Privacy | Queensland Industrial Relations Commission](#).

Further assistance:

The [Translating and Interpreting Service \(TIS National\)](#) is available for complainants who are unable to speak or write in English. They are available on phone **131 450**.

The [National Relay Service](#) is available for complainants with hearing or vision impairments. Contact details are as follows:

NRS Chat:..... nrschat.nrscall.gov.au
SMS Relay:..... 0423 677 767
Voice Relay 1300 555 727
TTY (Speak/Type and Read) 133 677
TTY (Type and Listen) 1800 555 677
