

## Request an internal review

If you are dissatisfied with the way your customer complaint was handled by the Office of Industrial Relations (OIR) or believe the outcome to be unreasonable, you can ask for your complaint to be reviewed. This is called an internal review.

When requesting an internal review, you must explain:

1. why the review is appropriate – for example, why the original complaint outcome was unreasonable and/or the complaint handling process was unfair or deficient.
2. what action you would like taken to resolve your issue.

If you do not provide sufficient information, your internal review request may not be examined.

You can find more information about the OIR internal review process in the OIR Customer complaints internal review procedure and the OIR Information sheet - Internal reviews.

## How do I request an internal review?

You can request an internal review in two ways:

1. Complete the following form and lodge it with the OIR business unit that responded to your original complaint, or the regional office in your area.
2. If you are unable to complete the form, call the area that responded to your original customer complaint, or the regional office, and submit your request over the phone at 1300 362 128.

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

## Complainant conduct

OIR recognises the right to make a complaint. If your conduct as a complainant is unreasonable, OIR may apply the OIR Managing unreasonable complainant conduct procedure to try and resolve your complaint. If your conduct is so unreasonable that working productively with you is not possible, OIR may terminate contact with you in relation to your complaint.

As a complainant, your conduct could be considered unreasonable if it involves actions or behaviour which because of the nature or frequency, raises substantial health, safety, wellbeing, resource or equity issues for OIR, its staff, other customers or yourself. See the OIR Information sheet – Unreasonable complainant conduct for more information.

### Privacy Statement

*Please note that the Office of Industrial Relations (OIR) is collecting your personal information for the purposes of managing your complaint. The information will be provided to relevant staff to enable your complaint to be investigated, which may include any office or OIR staff member you are complaining about. The information will not be disclosed by the OIR to any third party without your consent or unless authorised or required by law. If OIR asks for information and you do not provide it, OIR may not be able to conduct a review.*

# Request for an internal review form

<b>Contact information</b>	
<i>Note – the internal review officer may need to contact you to discuss your request or clarify any information you have provided</i>	
Name	
Phone number	
Email or mailing address	
Preferred contact method and time	

<b>Complaint reference number (if known)</b>
<i>If you do not know your reference number, attach a copy of the complaint outcome OIR sent you. If you do not have this information, this section can be left blank.</i>
<b>Tell us why you are seeking an internal review</b>
<i>Please explain why you believe the original decision was unreasonable or the complaint handling process was unfair or deficient. If you need more space, you can attach additional information (up to a maximum of five pages).</i>
<i>Please understand that 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. If you do not do this, OIR may decline your request for an internal review.</i>

Is there any new information relating to this matter you would like OIR to consider in reviewing your customer complaint?

*Note: any new issues raised that were not considered as part of your original complaint will need to be lodged as a separate complaint*

What outcome are you seeking?

Date: