

Issue resolution process

with Economic Development Queensland

1 Not happy with something we've done?



You can submit a complaint by phone, email, letter or by using the [feedback form](#) on our website.



Our staff will try to resolve your issue as soon as possible.



If you would like to read our complaints management policy, please visit our website: www.edq.qld.gov.au

2 What happens now I've submitted a complaint?



We will treat your complaint confidentially and acknowledge it within 3 working days.



We will assess your issue and may ask you for more information.



If your complaint is outside our jurisdiction, we may refer you to another agency.

3 How long will it take to get an answer?



Sometimes, there is a lot of information for the complaint handling officer to review.



We aim to respond within 30 working days, unless the matter is complex.



If there is a delay in handling your complaint, we will let you know.

4 I'm not happy with the answer – what can I do now?



If you are not satisfied with the response to your complaint, you can request an internal review within 20 working days.

Email complaints@edq.qld.gov.au to request an internal review.



If you are unsatisfied with the outcome of the internal review, you can ask the Queensland Ombudsman for an independent external review www.ombudsman.qld.gov.au.