



Human Rights **complaint process**

Discrimination is when you are treated unfairly because of something about you. The law says this could be something like your race, age, or sex. These are called 'personal attributes'.

If you think you have been treated unfairly because of something about you the law says this is discrimination.

You can make a complaint to the Queensland Human Rights Commission about being treated unfairly.

Who can make a complaint?

Anyone in Queensland can make a complaint if they have been treated unfairly. Generally, if you make a complaint about being discriminated against you need to make it yourself.

If you can't make the complaint yourself, you can contact the Queensland Human Rights Commission to allow someone else to make the complaint for you.

The most common types of discrimination complaints are to do with race, disability, age and sex.



How do I make a complaint?

You can make your complaint online on the Queensland Human Rights Commission website or you can download the complaint form and fill it out. If you need help, the Queensland Human Rights Commission has an enquiry line you can contact.

When making a complaint you should include when, where and what happened. You need to write enough so the Commission knows what has happened to you. You cannot make an anonymous complaint – you will need to include your name and contact details in your complaint.

What happens when I submit my complaint?

The Commission will read your complaint and see if it breaks any anti-discrimination laws such as the Anti-Discrimination Act or the Human Rights Act. Next the Commission will either accept or reject your complaint.

If your complaint is accepted, someone from the Commission will contact you to explain the next steps. If your complaint is not accepted, you will be sent a letter or email with reasons why your complaint was not accepted.

After your complaint is accepted you may be directed to go to a conciliation. A conciliation is where you talk to the person who you made the complaint against and discuss how their actions have affected you. A third, independent, person is also a part of this process to make sure it is fair and to make sure everyone gets a say without being interrupted. If conciliation is not successful, you may be directed to a tribunal for a decision to be made.

Who can see my complaint?

It is important to know that if your complaint is accepted, the person you are making the complaint against will receive a copy of the complaint.

The address you use to make your complaint will be seen by the person you are making the complaint against. If you want to keep your address private, you could use an email address, PO Box or an address of a lawyer or trusted person.

To make a complaint, contact the Queensland Human Rights Commission here:

Email:

General: info@qhrc.qld.gov.au

Complaint information: enquiries@qhrc.qld.gov.au

Phone:

1300 130 670 (Monday to Friday, 9am to 4:30pm)

Website:

<https://www.qhrc.qld.gov.au>

Note that the Commission cannot advocate on your behalf and you may need to seek legal representation.

The Commission can provide information on how to make a complaint.

This information sheet is not intended to be used as legal advice.

It is important you seek legal advice for your particular situation.

YFS respectfully acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners/custodians of the land on which we meet and work. We recognise the important role they have within community and country, and we pay our respects to the Elders of this land past and present.