

Oversight of SES3 and higher complaints framework flowchart

Crime and Corruption Commission (CCC) devolves complaint to entity for management under devolution principles of the *Crime and Corruption Act 2001*.

In scope: Entity contact determines whether the complaint relates to the Director-General (DG), or a public service or former public service employee engaged at SES3 or higher, and follows the relevant procedure outlined below:

Complaint about:

- DG—excluding DG, Department of the Premier and Cabinet (DPC), Police Commissioner, Commissioner, Queensland Fire Department (QFD)

Complaint about:

- SES3 or higher employee (all public service entities excluding Queensland Health)
- SES3 equivalent or higher employee (Queensland Health) with a direct reporting relationship to DG

Complaint about:

- DG, DPC
- Police Commissioner
- Commissioner, QFD

Out of scope

Complaint about:

SES3 or higher employee in *Public Sector Act 2022 Schedule 1* entity.

Complaint about:

SES3 or higher employee (Queensland Health only) with no direct reporting relationship to DG.

Home entity notifies Public Sector Commission (PSC) about the complaint by emailing: SeniorExecutiveComplaints@psc.qld.gov.au

Refer to CCC for advice.

The PSC seeks to obtain delegation from the Premier to appoint the DG, DPC or another appropriately qualified person to deal with the complaint through instrument of delegation using instrument of delegation template and briefing note.

PSC provides support to independent decision maker to deal with the complaint.

Home entity provides progress reports to the PSC every six months from commencement, and outcome advice at completion of the matter. Home entity reports to the CCC as required.

PSC coordinates nomination of an independent decision maker to deal with the complaint. Assesses conflicts of interest to determine if process can be appropriately supported through home entity. PSC advises independent decision maker and home entity of the arrangements to manage the complaint.

Any independent oversight to be managed internally by entity as per existing policies and procedures.

Independent oversight to be managed internally by Queensland Health as per existing policies and procedures.



For further information search '[managing SES3 corrupt conduct complaints](https://www.forgov.qld.gov.au)' on [Forgov.qld.gov.au](https://www.forgov.qld.gov.au) or scan the QR code on the left.