

Human rights complaints guideline

PURPOSE

This guideline explains how to make a complaint if you consider the Queensland Competition Authority has contravened the *Human Rights Act 2019 (Qld)*.

1 SCOPE/APPLICATION

The Queensland Competition Authority (QCA) must comply with the *Human Rights Act 2019 (Qld)*.¹

This guideline provides guidance on how to make a complaint to the QCA in the event of an alleged contravention of the Human Rights Act by the QCA.

2 THE QCA'S OBLIGATIONS

Under the Human Rights Act, we must:

- act and make decisions in a way that is compatible with human rights
- give proper consideration to human rights in making decisions.²

Only individuals (not corporations) have human rights.³

The Human Rights Act protects 23 specific human rights.⁴ Further information on those rights is available on the Queensland Human Rights Commission's (QHRC) [website](#).

3 MAKING A COMPLAINT

You can make a human rights complaint if you believe that we have acted or made a decision that is not compatible with human rights or have failed to give proper consideration to a human right in making a decision.

You can lodge your complaint by:

- completing the [contact form](#) available on our website
- emailing us at admin@qca.org.au
- mailing the Director Corporate Services at GPO Box 2257, Brisbane QLD 4001.

In making the complaint, it would be helpful if you could provide:

- your name and contact details (including address and phone number)
- if you are complaining on behalf of someone else, their name and contact details (including address and phone number)⁵

¹ Human Rights Act s. 9.

² Human Rights Act s. 58.

³ Human Rights Act s. 11.

⁴ Human Rights Act ss. 15–37.

⁵ Human Rights Act s. 64.

- information about the alleged contravention of human rights including:
 - details of the action or decision we made and how it contravenes the Human Rights Act
 - the human right you believe has been contravened⁶
 - how you think this complaint could be resolved.

It would be useful if you could also attach copies of any documents that support the claims in your complaint (if available). If you are using the contact form to make your complaint, please forward any supporting documents to admin@qca.org.au.

We will acknowledge your complaint shortly after receipt and endeavour to respond to your complaint within 45 business days.

If you have not received a response after 45 business days, or are not happy with our response, you can complain to the QHRC.⁷ For further information about making a complaint to the QHRC, refer to the QHRC's website.⁸

Contact

If you would like further information regarding the human rights complaint process, you are welcome to call us on (07) 3222 0555.

⁶ We will consider whether any of your human rights have been impacted, even if you do not expressly identify a specific human right.

⁷ Human Rights Act s. 65.

⁸ <https://www.qhrc.qld.gov.au/complaints/making-a-complaint>.