

TIQ CEO complaints policy

1. Policy Statement

At Trade and Investment Queensland (TIQ), we value and welcome feedback as it plays a key role in shaping the way we deliver our services, uphold our values, and achieve our objectives to support trade and investment opportunities for Queensland.

TIQ strives to provide a best practice complaints management system that is accessible, fair, and responsive. All complaints will be treated in the strictest confidence, with respect, and with consideration for human rights in accordance with the privacy principles contained in the *Information Privacy Act 2009* (Qld).

This policy should be read in conjunction with the TIQ External Complaints Management Procedure.

2. Purpose

Pursuant to section 48A of the *Crime and Corruption Act 2001* (Qld) (CC Act), a public official must have a policy about how their unit of public administration will deal with a complaint that involves, or may involve, corrupt conduct by the public official, so that transparency and integrity are maintained.

The Chief Executive Officer (CEO) is the public official of TIQ.

This policy is designed to assist TIQ to:

- Comply with section 48A of the CC Act.
- Promote public confidence in the way suspected corrupt conduct of the CEO is dealt with.
- Promote accountability, integrity, and transparency in the way TIQ deals with a complaint that is suspected to involve, or may involve, the CEO's corrupt conduct.

3. Scope

This policy applies to TIQ's workforce that comprises employees and non-employees including contractors, subcontractors, labour hire employees, work experience and industry placements, trainees, apprentices, and volunteers, including all TIQ employees whilst undertaking official duties for or on behalf of the State, TIQ domestic offices and/or international offices.

This policy applies if there are grounds to suspect that a complaint may involve corrupt conduct of the CEO of TIQ. For the purpose of this policy, a complaint includes information or matter.¹

4. Complaints about the CEO

If a complaint may involve an allegation of corrupt conduct of the CEO of TIQ, the complaint may be reported to:

- The nominated person; or
- A person to whom there is an obligation to report under an Act (this does not include an obligation imposed by ss 37, 38, and 39(1) of the CC Act.²

If there is uncertainty about whether or not a complaint should be reported, it is best to report it to the nominated person.

If a complaint may involve an allegation of corrupt conduct by the CEO of TIQ, the complaint may be reported to:

- the nominated person; or
- the CCC directly, via this [form](#) on the CCC's website; or

¹ See section 48(4) of the CC Act.

² See section 39(2) of the CC Act.

- a person to whom there is an obligation to report under an Act³ (this does not include an obligation imposed by ss. 38 or 39(1) of the CC Act).

If there is uncertainty about whether or not a complaint should be reported, it is best to report it to the nominated person.

If the CEO reasonably suspects that a complaint may involve corrupt conduct on their part, the CEO must:

- Report the complaint to the nominated person as soon as practicable and may also notify the CCC; and
- Take no further action to deal with the complaint unless requested to do so by the nominated person in consultation with the TIQ Board.

5. Nominated person

Having regard to s 48A(2) and (3) of the CC Act, this policy nominates the Chief Operating Officer as the nominated person to notify⁴ the CCC of the complaint and to deal with the complaint under the CC Act.⁵

Once TIQ nominates a person, the CC Act applies as if a reference about notifying or dealing with the complaint to the public official is a reference to the nominated person.⁶

5.1 Resourcing the nominated person

If pursuant to section 46, the nominated person has responsibility to deal with the complaint:⁷

- TIQ will ensure that sufficient resources are available to the nominated person to enable them to deal with the complaint appropriately;⁸ and
- The nominated person is to ensure that consultations, if any, for the purpose of securing resources sufficient to deal with the complaint appropriately are confidential and are not disclosed, other than to the CCC, without:
 - Authorisation under a law of the Commonwealth or the State; or
 - The consent of the nominated person responsible for dealing with the complaint.
- The nominated person must, at all times, use their best endeavours to act independently, impartially, and fairly having regard to the:
 - Purposes of the CC Act;⁹
 - The importance of promoting public confidence in the way suspected corrupt conduct in TIQ is dealt with; and
 - TIQ's statutory, policy, and procedural framework.¹⁰

If the nominated person has responsibility to deal with the complaint, they:

- are delegated the same authority, functions, and powers as the CEO to direct and control staff of TIQ as if the nominated person is the CEO of TIQ for the purpose of dealing with the complaint only.
- are delegated the same authority, functions, and powers as the CEO to enter into contracts on behalf of TIQ for the purpose of dealing with the complaint.
- do not have any authority, function, or power that cannot – under the law of the Commonwealth or the State – be delegated by either the TIQ Board or the CEO, to the nominated person.

³ See section 39(2) of the CC Act.

⁴ Under section 37 and 38 of the CC Act.

⁵ Under Chapter 2, Part 3, Division 4, Subdivisions 1 and 2 of the CC Act.

⁶ See section 48A(3) of the CC Act.

⁷ Under sections 41 and 42 and/or sections 43 and 44 of the CC Act.

⁸ See the CCC's corruption purposes and function set out in sections 4(1)(b), 33, 34, and 35 of the CC Act

⁹ See section 57 and the CCC's corruption purposes and function set out in sections 4(1)(b), 33, 34, and 35 of the CC Act

¹⁰ "If you can see it, you can say it." Trade and Investment Queensland, Fraud and Corruption Prevention Framework.

5.2 Contact details for the nominated person

Chief Operating Officer
Trade and Investment Queensland
Level 10, 1 William Street
Brisbane QLD 4000 Australia
Email: integrity@tiq.qld.gov.au

6. Liaising with the CCC

The CEO is to keep the CCC, and the nominated person informed of:

- The contact details for the CEO and the nominated person.
- Any proposed changes to this policy.

7. Consultation with the CCC

The CEO will consult with the CCC when preparing any policy about how TIQ will deal with a complaint that involves or may involve corrupt conduct of the CEO.¹¹

8. Recordkeeping requirements

Should the nominated person decide that a complaint, or information or matter, about alleged corrupt conduct by the CEO is not required to be notified to the CCC under s. 38 of the CC Act, the nominated person must make a record of the decision that complies with s. 40A of the CC Act.

9. Delegations

TIQ's delegations are to be exercised in accordance with TIQ's Delegations Policy and associated schedules, which are reviewed on a regular basis to ensure they remain current and relevant to the operational needs of TIQ. It is recommended that delegate authority levels are confirmed prior to exercising any powers in relation to this policy and supporting procedures to ensure the current version is being considered by employees at a point in time.

10. Human rights compatibility

TIQ is committed to respecting, protecting and fulfilling human rights. It recognises the interdependence and interrelationship between trade, investment, and human rights, and extends its commitment to individual stakeholders outside of Queensland.

The *Human Rights Act 2019* (Qld) requires government entities and public service employees to act and make decisions in a way that is compatible with human rights and, when making decisions, to give proper consideration to human rights. When deciding about gifts or benefits, decision-makers must comply with these procedural and substantive obligations.

11. Related documents

- TIQ External complaints management procedure

¹¹ Section 48A of the CC Act.

12. Further information

For further information or clarification, please contact:

- Corporate Governance at CorporateGovernance@tiq.qld.gov.au

13. Storage of information

All information should be managed in accordance with the Queensland Government Information Management Framework, which includes the *Public Records Act 2023* (Qld) and Queensland Government Records Governance Policy. In addition, personal information should be managed in accordance with the *Information Privacy Act 2009* (Qld).

14. Document control

Document owner		Chief Operating Officer, Corporate Services		
Contact details		CorporateGovernance@tiq.qld.gov.au		
Next review		June 2027		
Supersedes		Previous versions		
Version	Issue Date	Reason	Author	Approver
1.0	09/12/20	New document		CEO
1.1	18/06/25	Alignment with brand, details updated	Governance Officer	TIQ Board

Appendix 1: Definitions

Term	Definition
Chief Executive Officer	» Public official appointed by the board with the prior written approval of the Minister under section 32 of the <i>Trade and Investment Queensland Act 2013</i> (Qld)
Complaint	» An expression of dissatisfaction made to or about TIQ relating to the CEO
Corruption	» Corrupt conduct
Corrupt conduct	» Meaning given by section 15 of the <i>Crime and Corruption Act 2001</i> (Qld)
Deal with	» Dealing with a complaint about corruption or information or matter involving corruption, includes – – Investigate the complaint, information or matter; and – Gather evidence for – ○ Prosecutions for offences; or ○ Disciplinary proceedings; and – Refer the complaint, information, or matter to an appropriate authority to start a prosecution or disciplinary proceeding; and – Start a disciplinary proceeding; and » Take other action, including managerial action, to address the complaint in an appropriate way.
Nominated person	» Chief Operating Officer
Public official	» Chief Executive Officer
TIQ Board	» Board established under section 16 of the <i>Trade and Investment Queensland Act 2013</i> (Qld) as the governing body of TIQ