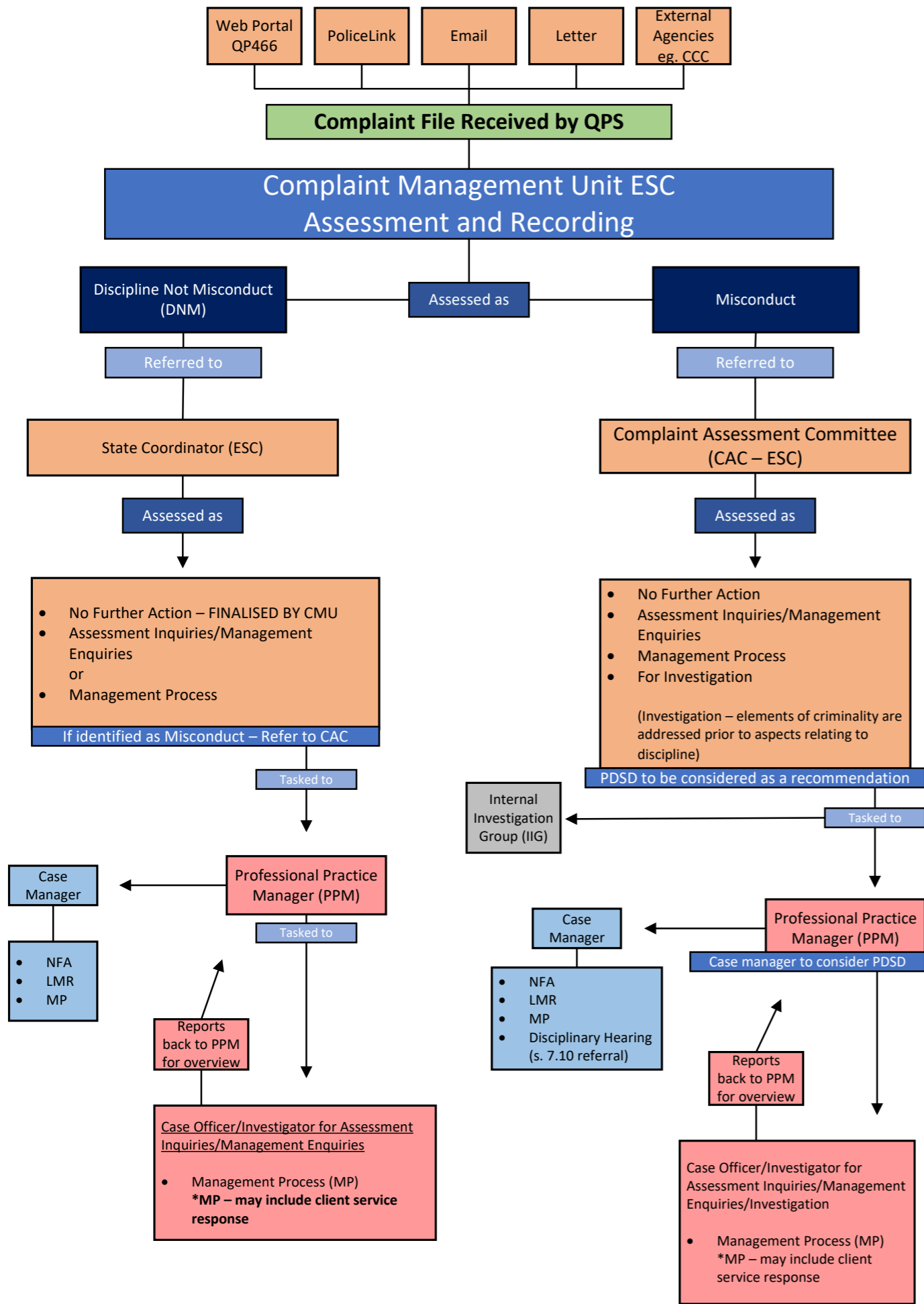


# COMPLAINT FLOWCHART



SENSITIVE

**CASE MANAGER RESPONSIBILITIES** (s. 8 Complaint Resolution Guidelines)

The case manager is responsible for resolving complaints involving grounds for discipline other than misconduct and client service matters. On completion of assessment inquires or investigation, the PPM is to overview the inquiries/investigation and with the approval of the case manager, determine the most appropriate course of action to resolve the disciplinary complaint. This may include a decision to take no further action, to instigate a local Management Resolution or refer the subject member to a Disciplinary Hearing before a Prescribed Officer. The delegation is provided for level 3 delegate and above pursuant to HR Delegations 254 and 255. Typically, this role is fulfilled by the District Officer or Commander at the rank of Superintendent from the District or Command the Subject Member is attached.

**LED** - Limitation Expiry Date. This is determined as 12 months from the time the behaviour occurred or 6 months from when the complaint is registered in the complaint management database of either the QPS or CCC whichever is the greatest period. In the case of a series of connected behaviours (e.g. Breaches of a D&FV order) the date of the last behaviour will be considered as the date from which the LED is calculated. (S. 7.12 PSAA)

**FDD** - Final Due Date. This is the date allocated by QPS for when an investigation is to be finalised. FDD is three months prior to LED which will allow sufficient time to for a referral to a Prescribed Officer to be processed.

**PDS** - Professional Development Strategy Document. The Case Manager must consider the imposition of a professional development strategy on the subject officer as soon as practicable in a reasonable way after the ground for disciplinary action arises. The purpose is to reduce the risk of recurrence of similar conduct; or to improve the subject officer's performance; or for any other purpose. (ss. 7.3 and 7.9 PSAA)

**PIR** - Public Interest Review. The highest level of oversight by the Crime and Corruption Commission. Action against a Subject Member is not to be undertaken without the Commission providing oversight to an investigation. Mandatory reporting obligations require a status advice after 6 weeks with updates in three-month intervals thereafter.

**M&C** - Merit and Compliance Review. Typically, this level of oversight permits the QPS to deal with a matter and provide final details after action is taken. Mandatory reporting obligations require updates to the CCC each 3 months

**7.10 REFERRAL** - The Case Manager must decide whether to refer the complaint to a prescribed officer. In deciding this the Case Manager must have regard to any professional development strategy, or other management action, that has been implemented in relation to the subject officer; and whether implementation of any other professional development strategy would be sufficient to achieve the purposes of discipline giving consideration to the subject officer's disciplinary history, service history and the seriousness of the conduct to which the complaint relates and whether it is necessary to take disciplinary action against the subject officer to achieve the purposes of discipline. (s. 7.10 PSAA)

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