

Complaints about the Chief Executive Officer Policy

Owner: Operations

CS/HR/0006

Last reviewed: 10/09/2025

Version: 2.00

1 Purpose

The Chief Executive Officer (CEO) is the public official of the Queensland Academy of Sport (QAS) for the purpose of the [Crime and Corruption Act 2001](#) (CC Act).

The purpose of this policy is to set out how QAS will deal with a complaint (or information or matter)¹ that involves or may involve corrupt conduct, as defined in the CC Act, by the CEO.

This policy is supported by the following documents:

- Complaint Management Framework
- Complaint Management Policy
- Integrity Framework

2 Statement

This policy is designed to assist QAS to:

- Comply with section 48A of the CC Act.
- Promote public confidence in the way suspected corrupt conduct by the CEO of QAS is dealt with (s. 34(c) CC Act).
- Promote accountability, integrity, and transparency in the way QAS deals with a complaint that is reasonably suspected to involve, or may involve, corrupt conduct by the CEO.

2.1 Nominated person

Having regard to section 48A (2) and (3) of the CC Act, this policy nominates:

- the Executive Director Corporate Services as the nominated person to notify² the CCC of the complaint and to deal with the complaint under the CC Act.³

In the event the Executive Director Corporate Services is conflicted or unavailable:

- the Head of Human Resources is the nominated person.

¹ See s48A (4) of the CC Act and the definitions in clause 3.

² Under ss. 43 and 44 of the CC Act.

³ Under Chapter 2, Part 3, Division 4, Subdivision 2 of the CC Act.



The provisions of the CC Act that regulate how the CEO, as the public official of QAS, is to notify or deal with a complaint also apply to the nominated person.⁴

Where there is more than one nominated person:

- the nominated persons will decide who will be the nominated person for a particular complaint, and;
- where a nominated person decides to notify the CCC about a complaint, the nominated person will inform the CCC that they are the nominated person for that complaint.

2.2 How to make a report

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

- the nominated person; or
- the CCC directly, via this [form](#) on the CCC's website; or
- a person to whom there is an obligation to report under an Act⁵ (this does not include an obligation imposed by sections 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.

2.3 Complaints received by the nominated person

If the nominated person reasonably suspects that a complaint involves or may involve corrupt conduct by the CEO of QAS, they are to:

- notify the CCC of the complaint,⁶ and
- deal with the complaint, subject to the CCC's monitoring role when, pursuant to section 46 of the CC Act, the CCC refers a complaint back to the nominated person to deal with⁷.

2.4 Complaints received by the CEO

If the CEO receives a complaint that may involve corrupt conduct on their part, they 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.

2.5 Resourcing the nominated person

If pursuant to section 46 of the CC Act, the nominated person has responsibility to deal with the complaint:

⁴ See s. 48A (3) of the CC Act.

⁵ See s. 39 (2) of the CC Act.

⁶ Pursuant to s. 38 of the CC Act.

⁷ Under ss. 43 and 44 of the CC Act.

- QAS will ensure that sufficient resources are available to the nominated person to enable them to deal with the complaint appropriately⁸
- the nominated person is to ensure that any consultations 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
- 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 Act⁹
 - the importance of promoting public confidence in the way suspected corrupt conduct in QAS is dealt with;¹⁰ and
 - QASs statutory, policy and procedural framework.

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 QAS as if the nominated person is the CEO for the purpose of dealing with the complaint only.

2.6 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; and
- any proposed changes to this policy.

2.7 Consultation with the CCC

The CEO will consult with the CCC when preparing any policy about how QAS will deal with a complaint that involves or may involve corrupt conduct by the CEO¹¹.

3 Authority

Public Sector Act 2022

Public Sector Ethics Act 1994

Crime and Corruption Act 2001

Queensland Public Service Code of Conduct

⁸ See the CCC's corruption purposes and functions set out in ss. 4(1)(b), 33, 34 and 35 of the CC Act and QAS's relevant statutory, policy and procedural framework which help inform decision making about the appropriate way to deal with the complaint.

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

¹⁰ See s. 34 (c) of the CC Act.

¹¹ See s. 48A (1) of the CC Act.

4 Scope

This policy applies:

- if there are grounds to suspect that a complaint may involve corrupt conduct by the CEO of QAS; and
- to all persons who perform work for QAS including:
 - Employees
 - permanent, fixed-term and temporary
 - secondees from other agencies (including staffing approved under interchange or mobility arrangements)
 - work placement staff (such as trainees, work experience students, cadets)
 - PhD students (engaged via a university contract)
 - non-executive employees engaged via a fixed term contract
 - senior officers and senior executives including those engaged via a section 155 contract remunerated at SES level or above.
 - Contractors
 - sub-contractors
 - consultants
 - their employees (including labour hire staff) who are engaged via contract or agreement.
 - QAS Board

Note: For application of this policy and supporting documents, the term 'worker' is used collectively to describe persons who perform work for QAS.

For the purpose of this policy a complaint includes information or matter.¹²

5 Delegations

Delegations in relation to this document are to be exercised in accordance with the QAS Human Resource Delegation Instrument and Financial and Contractual Delegation Instrument.

Note: Delegation Instruments are reviewed on a regular basis to ensure they remain current and relevant to operational needs. It is recommended that delegate authority levels are confirmed prior to exercising any powers.

6 Reporting 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 section 38 of the CC Act, the nominated person must make a record of the decision that complies with section 40A of the CC Act.

¹² See s.48A (4) of the CC Act

7 Storage of information

All information will be managed in accordance with the:

- [Public Records Act 2023](#)
- [Queensland Government Recordkeeping and Information Management Framework](#)
- [Queensland Government Records Governance Policy](#)

In addition, personal information will be managed in accordance with the [Information Privacy Act 2009](#), in particular the Queensland Privacy Principles (QPPs) in that Act.

8 Complaints management

A person who is dissatisfied with, and is directly affected by, a service, action or decision made by QAS, its staff or persons it has engaged to provide services may lodge a complaint in accordance with the [Public Sector Act 2022](#) and relevant QAS policies and procedures.

If a complainant is dissatisfied with any action taken by QAS in relation to a complaint, and after they have exhausted all available avenues of review within QAS as outlined in the Complaint Management Policy, they can request for QAS' decision to be reviewed by the [Queensland Ombudsman](#).

9 Employee grievances and appeals

An employee who is the subject of an administrative decision or action is entitled to lodge a complaint in accordance with the Managing Employee Grievances Policy should they feel the administrative decision is unfair or biased.

Employees who are unsatisfied with the outcome of their employee complaint may be entitled to lodge an appeal in accordance with [PSC Appeals Directive 04/23](#).

An appeal may be started by giving the Industrial Registrar an appeal notice. Further information on starting an appeal and appeal rights is available from the [Queensland Industrial Relations Commission](#) website.

10 Human rights considerations

This document is compatible with human rights under the *Human Rights Act 2019* because it limits a human right only to the extent that is reasonable and demonstrably justifiable in accordance with section 13 of that Act.

This document was last reviewed in 10/09/2025 to ensure actions and decisions under the policy are made in a manner compatible with human rights. Please note, when implementing this policy, workers must still consider if any human rights are relevant to and likely to be impacted by a particular decision, and whether any limitation of human rights are reasonable and justified.

11 Definitions

Word/Term/Acronym	Meaning
Crime and Corruption Commission (CCC)	Queensland's anti-corruption body that deals with corruption in the state's public sector in existence under the CC Act

Word/Term/Acronym	Meaning
Complaint	Includes information or matter: see definition in section 48A (4) of the CC Act
Contact details for Nominated person	Phone: (07) 3708 7800 Email: QASComplaints@sport.qld.gov.au
Corrupt conduct	See section 15 of the CC Act
Corruption in Focus	www.ccc.qld.gov.au/publications/corruption-focus ; see chapter 2, page 26
Crime and Corruption Commission (CCC) Liaison Officer	The CCC Liaison Officer is a designated worker in QAS who has the responsibility to notify the CCC if they reasonably suspect that corrupt conduct may have occurred. The Executive Director Corporate Services has been designated as the CCC Liaison Officer, supported by the Head of Human Resources.
Deal with	See Schedule 2 (Dictionary) of the CC Act
Nominated person	See section 2.1 of this policy
Public official	See section 48A and Schedule 2 (Dictionary) of the CC Act

12 Date of effect and review

This policy and its supporting documents:

- come into effect from the date of delegate approval
- will be reviewed within two years of the approval date unless otherwise:
 - stipulated in statutory obligations
 - triggered by circumstances determined appropriate by QAS.

13 Delegate approval

DAVID LYONS

Chairperson

Queensland Academy of Sport Board

Date: 10 September 2025

14 Version history

Version	Date	Author	Amendment description	Action
1.00	06/08/2025	Corporate Services	New document	Approved by Board
2.00	10/09/2025	Corporate Services	Revised Nominated Person and CCC Liaison Officer assignments	Approved by Board