

Complaints about the Chief Executive Officer Policy

Effective Date:	23 February 2026	Version	2.1
Review Date:	23 February 2028		
Policy Owner:	Executive Manager, Corporate Governance and Performance		
Policy Approval Delegate:	QRIDA Board Chair		

Contents

1	Policy Statement	2
2	Purpose	2
3	Scope	2
4	Responsibilities	2
4.1	Board of Directors	2
4.2	QRIDA Board Chair	2
4.3	Chief Executive Officer	2
4.4	CCC Liaison Officer	3
4.5	Executive Manager, Corporate Governance and Policy	3
4.6	Employees	3
5	Procedure	3
5.1	CCC Liaison Officer	3
5.2	CCC Liaison Officer Delegations	3
5.3	Submitting Complaints about the CEO	4
5.4	Resourcing the CCC Liaison Officer	4
5.5	Recordkeeping Requirements	4
6	<i>Human Rights Act 2019 (Qld)</i>	4
7	Glossary	5
8	Legislative Context	5
9	Associated Documentation	6
10	References	6
11	Executive Endorsement	6
12	Version History	6

1 Policy Statement

This Policy will promote public confidence in the way suspected corrupt conduct of the Chief Executive Officer (CEO) for the Queensland Rural and Industry Development Authority (QRIDA) is dealt with and promote accountability, integrity and transparency in the way QRIDA deals with a complaint (also information or matter) that is suspected to involve, or may involve, corrupt conduct of the CEO.

2 Purpose

The purpose of this Policy is to detail the manner in which QRIDA will comply with s48A of the *Crime and Corruption Act 2001* (Qld) (CC Act) in the management and reporting of complaints that involve, or may involve, corrupt conduct of the CEO, including the nomination of a person other than the CEO to deal with such complaints and liaise with the Crime and Corruption Commission (CCC).

This nominated person shall be known as the CCC Liaison Officer.

3 Scope

This policy applies:

- where there are grounds to suspect that a complaint (also information or matter) raised may involve corrupt conduct of the CEO of the organisation
- to all persons who hold an appointment in, or are employees of, the organisation.

4 Responsibilities

4.1 Board of Directors

The QRIDA Board of Directors is responsible for:

- (a) approving this Policy
- (b) referring any complaint about the CEO that involves, or may involve, corrupt conduct to the organisation's CCC Liaison Officer.

4.2 QRIDA Board Chair

The Chair of the QRIDA Board of Directors is responsible for:

- (a) receiving and reviewing complaints escalated by the CCC Liaison Officer
- (b) in circumstances where the complaint involves the Chief Operating Officer, acting as the CCC Liaison Officer.

4.3 Chief Executive Officer

The Chief Executive Officer (CEO) is responsible for:

- (a) ensuring the formation of this Policy involves consultation with the QRIDA Board Chair
- (b) keeping the CCC Liaison Officer advised of any change to their contact details
- (c) referring all complaints they receive about themselves, whether or not that involves, or could be considered to involve, corrupt conduct, to QRIDA's CCC Liaison Officer as soon as practicable
- (d) not taking any further action in relation to a complaint about themselves, which involves, or may involve, corrupt conduct, unless requested to do so by the CCC Liaison Officer.

4.4 CCC Liaison Officer

The CCC Liaison Officer is responsible for:

- (a) receiving and dealing with any complaint involving the CEO, including from the QRIDA Board of Directors, that involves, or may involve, corrupt conduct in accordance with advice and/or directions from the CCC
- (b) receiving and dealing with any complaint involving the CEO that involves, or may involve, corrupt conduct which is referred to the CCC Liaison Officer by the CCC
- (c) providing a copy of this Policy to the CCC following any amendments or scheduled reviews.

4.5 Executive Manager, Corporate Governance and Policy

The Executive Manager, Corporate Governance and Performance (EM-CGP) is responsible for:

- (a) reviewing this Policy biennially to ensure it remains current
- (b) recommending amendments to this Policy as required.

4.6 Employees

QRIDA employees are responsible for:

- (a) familiarising themselves with the requirements of this Policy
- (b) referring any complaint about the CEO that involves, or may involve, corrupt conduct to the organisation's CCC Liaison Officer without unreasonable delay
- (c) maintaining confidentiality of information of complaints/reports made under this Policy.

5 Procedure

5.1 CCC Liaison Officer

Having regard to sections 48A(2) and 48A(3) of the CC Act, this Policy nominates as the nominated person (referred to as the CCC Liaison Officer) to notify the CCC of the complaint and to deal with the complaint under the CC Act:

- the Chief Operating Officer (COO)
- in circumstances where the complaint also involves the COO, the Board Chair.

Once the organisation nominates a person, the CC Act applies as if a reference about notifying or dealing with the complaint to the CEO is a reference to the CCC Liaison Officer.

Complaints may be made to the COO by email to CCCLiaison@qrda.qld.gov.au.

5.2 CCC Liaison Officer Delegations

If the CCC Liaison Officer has responsibility to deal with the complaint, they:

- (a) are delegated the same authority, functions, and powers as the CEO to direct and control staff of QRIDA as if the CCC Liaison Officer is the CEO of the organisation for the purpose of dealing with the complaint only
- (b) are delegated the same authority, functions, and powers as the CEO to enter into contracts on behalf of the organisation for the purpose of dealing with the complaint, e.g. external investigations services
- (c) do not have any authority, function or power that cannot—under the law of the Commonwealth or the State—be delegated to the CCC Liaison Officer by either the QRIDA Board Chair or the CEO.

5.3 Submitting Complaints about the CEO

- (a) If a complaint involves, or may involve, an allegation of corrupt conduct of the CEO of the organisation, the complaint may be reported:
 - i. to the organisation's CCC Liaison Officer
 - ii. directly to the CCC via [their website](#). In this circumstance, the CCC will take carriage of the complaint and may refer the complaint back to QRIDA for investigation.
- (b) If there is uncertainty about whether or not a complaint should be reported, the complaint should be reported to the CCC Liaison Officer.
- (c) Where the CCC Liaison Officer reasonably suspects the complaint may involve corrupt conduct of the CEO, they shall:
 - i. notify the CCC of the complaint
 - ii. deal with the complaint, subject to the CCC's monitoring role, when:
 - a. directions issued under s40 of the CC Act apply to the complaint, or
 - b. pursuant to s46 of the CC Act, the CCC refers the complaint to the nominated person to deal with.
- (d) The CCC Liaison Officer shall notify:
 - i. if appropriate, the QRIDA Board Chair
 - ii. where it is not appropriate to inform the QRIDA Board Chair, the chief executive of QRIDA's portfolio department.

5.4 Resourcing the CCC Liaison Officer

If, pursuant to s40 or s46 of the CC Act, the CCC Liaison Officer has responsibility to deal with the complaint:

- (a) the organisation will ensure that sufficient resources are available to the CCC Liaison Officer to enable them to deal with the complaint appropriately.
- (b) the CCC Liaison Officer 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:
 - i. authorisation under a law of the Commonwealth or the State
 - ii. the consent of the CCC Liaison Officer responsible for dealing with the complaint.
- (c) the CCC Liaison Officer must, at all times, use their best endeavours to act independently, impartially and fairly having regard to the:
 - i. purposes of the CC Act
 - ii. importance of promoting public confidence in the way suspected corrupt conduct in the organisation is dealt with
 - iii. organisation's statutory requirements, policies and procedures, and frameworks.

5.5 Recordkeeping Requirements

Should the CCC Liaison Officer 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 s38 of the CC Act, the CCC Liaison Officer must make a record of the decision that complies with s40A of the CC Act.

6 Human Rights Act 2019 (Qld)

QRIDA is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019* (Qld), QRIDA has an obligation to act and make decisions in a way that is compatible with human rights, and when making a decision, to give proper consideration to human rights. When making a decision about this Policy, decision makers must comply with that obligation.

7 Glossary

Term	Definition
CC Act	<i>Crime and Corruption Act 2001</i> (Qld)
CCC Liaison Officer	The person authorised under the CC Act to investigate complaints against the CEO per section 4.4 of this Policy.
Chief Executive Officer (CEO)	Chief Executive Officer of QRIDA.
Chief Operating Officer (COO)	Chief Operating Officer of QRIDA.
Code of Conduct	QRIDA Code of Conduct.
Complaint	Includes not only a formal complaint, but also: <ul style="list-style-type: none"> Information: that which might be received through such means as routine agency audits, media articles, Crime Stoppers or the CCC's intelligence activities or sources; and Matter: that which might be received through such means as court proceedings, or referrals from the Coroner or a public inquiry.
Corruption	See Schedule 2 (Dictionary) of the CC Act.
Corrupt conduct	See s15 of the Crime and Corruption Act 2001.
Crime and Corruption Commission (CCC)	The Commission continued in existence under the CC Act.
Deal with	See Schedule 2 (Dictionary) of the CC Act.
Employee	For the purposes of this document, employee includes permanent, temporary and casual employees, contractors, consultants, students, volunteers and others who exercise power or control resources for or on behalf of QRIDA.
Nominated person	The person nominated as CCC Liaison Officer.

8 Legislative Context

- (a) [Rural and Regional Adjustment Act 1994 \(Qld\)](#)
- (b) [Rural and Regional Adjustment Regulation 2011 \(Qld\)](#)
- (c) [Statutory Bodies Financial Arrangements Act 1982 \(Qld\)](#)
- (d) [Human Rights Act 2019 \(Qld\)](#)
- (e) [Public Sector Act 2022 \(Qld\)](#)
- (f) [Public Sector Ethics Act 1994 \(Qld\)](#)
- (g) [Crime and Corruption Act 2001 \(Qld\)](#)
- (h) [Public Interest Disclosure Act 2010 \(Qld\)](#)

9 Associated Documentation

- (a) [QRIDA Code of Conduct](#)
- (b) [QRIDA Complaints Management Policy and Procedure](#)
- (c) [QRIDA Public Interest Disclosure Framework](#)

10 References

- (a) Crime and Corruption Commission Queensland. (2025). *Corruption in focus: A guide to dealing with corrupt conduct in the Queensland public sector*.
- (b) <https://www.ccc.qld.gov.au/publications/corruption-focus> [PDF]

11 Executive Endorsement

Name	Caitlin McConnel	Position	QRIDA Board Chair
Signature		Date	23 February 2026

12 Version History

Date	Version	Review
December 2025	2.1	Updated to current policy template and Delivering for Queensland branding. Minor corrections to confirm with communications style guide, reduce duplication, and increase clarity. Included Board Chair as additional conduit for submitting complaints in appropriate circumstance. Updated reference to portfolio chief executive.
April 2024	2.0	Scheduled review of policy with updates to document taxonomy and template in line with current standards. Reference to Human Rights Act 2019 included. Incorporated updates from CCC's June 2023 release of Corruption in Focus: A guide to dealing with corrupt conduct in the Queensland public sector. Closer alignment to CC Act and Corruption in Focus, particularly relating to the role and responsibility of the QRIDA Board Chairman and DG, DAF. Updates to recordkeeping requirements (s40A, CC Act).
10/5/21	0.1	Policy progressed to Board for consideration at 25/5/21 Board Meeting.
3/5/21	0.1	Initial policy to be endorsed at 10/5/21 ELT Meeting.