

Complaints about the State Librarian and Chief Executive Officer Policy

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Maintained by	People and Culture Branch
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1. Authority

This policy is applied by the authority of the Library Board of Queensland.

2. Policy statement

The State Librarian and Chief Executive Officer (CEO) is the public official of State Library of Queensland (State Library) for the purposes of the [Crime and Corruption Act 2001](#) (CC Act).

The objective of this policy is to set out how State Library will deal with a complaint (or information or matter) that involves or may involve corrupt conduct of the State Librarian and CEO as defined in the CC Act.

3. Purpose

The policy is designed to assist State Library to:

- comply with section 48A of the CC Act
- promote public confidence in the way suspected corrupt conduct by the State Librarian and CEO is dealt with (section 34(c) CC Act)
- promote accountability, integrity and transparency in the way State Library deals with a complaint that is suspected to involve, or may involve, corrupt conduct of the State Librarian and CEO.

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

4. Scope

This policy applies:

- if there are grounds to suspect that a complaint may involve corrupt conduct of the State Librarian and CEO of State Library
- to all persons who hold an appointment in, or are employees of, State Library.

For the purpose of this policy a complaint includes information or matter (refer section 48A(4) of the CC Act for definition).

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5. Definitions

Word	Definition
Crime and Corruption Commission	the Commission continued in existence under the CC Act
CC Act	<i>Crime and Corruption Act 2001</i>
Complaint	includes information or matter: see the definition in section 48A(4) of the CC Act
Contact details (of nominated person)	Executive Director, Corporate Services Telephone: 0481 004 742 Email: EDCorporateServices@slq.qld.gov.au Postal address: PO Box 3488, South Brisbane Qld 4101Australia
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
Deal with	see Schedule 2 (Dictionary) of the CC Act
Nominated person	see item 7 of this policy
Public official	see s. 48A & Schedule 2 (Dictionary) of the CC Act
Unit of public administration	see section 20 of the CC Act

6. Nominated person

Having regard to sections 48A(2) and (3) of the CC Act, this policy nominates the Executive Director, Corporate Services as the nominated person to notify the CCC of a complaint and to deal with the complaint under the CC Act.

Once State Library nominates a person, the CC Act applies as if a reference to the State Librarian and CEO for notifying or dealing with the complaint is a reference to the nominated person.

The provisions of the CC Act that regulate how the State Librarian and CEO as the public official of State Library is to notify or deal with a complaint also apply to the nominated person.

7. Complaints about the State Librarian and CEO

If a complaint involves an allegation of corrupt conduct of the State Librarian and CEO of State Library, 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 Act (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 reported to the nominated person.

Complaints received by the nominated person

If the nominated person reasonably suspects that a complaint involves or may involve corrupt conduct by the State Librarian and CEO, they are to notify the CCC of the complaint.

Where, pursuant to section 46 of the CC Act, the CCC refers a complaint back to the nominated person to deal with, the nominated person is entitled to commence dealing with a complaint, and the nominated person shall deal with the complaint, subject to the CCC monitoring role.

Complaints received by the State Librarian and CEO

If the State Librarian and 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.

8. Recordkeeping requirements

Should the nominated person decide that a complaint, or information or matter, about alleged corrupt conduct by the State Librarian and 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.

9. Resourcing the nominated person

If, pursuant to section 46 of the CC Act, the CCC refers a complaint back to the nominated person to deal with:

- State Library will ensure that sufficient resources are available to the nominated person to enable them to deal with the complaint appropriately;
- 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 Act, the importance of promoting public confidence in the way suspected corrupt conduct in State Library is dealt with, and State Library's 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 State Librarian and CEO to direct and control staff of State Library as if the nominated person is the State Librarian and CEO for the purpose of dealing with the complaint only.

10. Liaising with the Crime and Corruption Commission

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

- the contact details for the State Librarian and CEO and the nominated person
- any proposed changes to this policy.

11. Consultation with the Crime and Corruption Commission

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

12. Human rights

This policy has been developed having regard to the Human Rights Act 2019.

In applying this policy, State Library will act and make decisions in a way that is compatible with human rights and, where relevant, will give proper consideration to human rights, including but not limited to:

- the right to recognition and equality before the law
- the right to privacy and reputation
- the right to a fair hearing.

Any limitation on human rights will be reasonable and demonstrably justified in accordance with the Human Rights Act 2019.

13. Document control

Version	Approved by	Approval date	Revisions
V1	Library Board of Queensland	4 April 2019	New policy requirement as advised by the Crime and Corruption Commission to comply with section 48A of the Crime and Corruption Act 2001.
V2	Library Board of Queensland	27 April 2021	Scheduled review. Updated contact details for nominated person; added 'Essential considerations' section.
V3	Library Board of Queensland	6 July 2023	Updated contact details for nominated person
V4	Library Board of Queensland	June 2026	Scheduled review. Updated policy to align with the contemporary Crime and Corruption Commission section 48A template policy. Changed nominated person from the Chairperson, Library Board of Queensland to the Executive Director, Corporate Services. Clarified notification, escalation, recordkeeping and governance requirements. Incorporated human rights, risk management, approval and Creative Commons sections consistent with State Library's policy framework.

14. References

Unless otherwise stated, all statutory references are to the CC Act.

15. Approval

Approved by resolution of the Library Board of Queensland on 17 June 2026. **RES/2026/062**

16. Creative Commons

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