

Our internal review process

An internal review is a review of **our decision** to ensure it is correct and the preferable decision. It is **not** a reinvestigation or review of the actions of the agency.

The following table sets out what you can expect during the internal review process.

<p>STEP 1</p>	<p>Acknowledgment</p>	<ul style="list-style-type: none"> You will receive an acknowledgment letter that identifies the ground(s) of your review. The grounds are identified by a reviewer based on your internal review request. Your review goes into the queue until it can be allocated to a specific reviewer. We aim to complete reviews within three months of acknowledging your internal review request. However, this timeframe depends on the number of reviews in the queue before yours.
<p>STEP 2</p>	<p>Updates</p>	<p>You will receive a progress update each month that your review remains open.</p>
<p>STEP 3</p>	<p>Review considered</p>	<ul style="list-style-type: none"> We consider all of the information you originally provided with your complaint, along with your internal review request. An internal review is conducted by a reviewer who had no substantial dealings with your original complaint. The reviewer may: <ul style="list-style-type: none"> confirm, revoke or amend the original decision reopen the original investigation better explain the original decision offer an apology or some other remedy.
<p>STEP 4</p>	<p>Contact made</p>	<ul style="list-style-type: none"> The reviewer will contact you to discuss your review (usually via phone, unless you have indicated you do not wish to be contacted by phone). The reviewer will consider any feedback you provide that may impact the decision.
<p>STEP 5</p>	<p>Decision communicated</p>	<ul style="list-style-type: none"> The reviewer will inform you in writing of their decision. This will include reasons for the decision. Your internal review is then closed.