

# Complaints Management Report

## Queensland Treasury - 2019-20

Queensland Treasury is committed to ensuring that its customer complaint management system is effective and provides consistent processes for:

- receiving, recording, responding to and reporting on complaints about the services, products or actions of the department or its staff when providing those services;
- analysing and identifying opportunities to improve service delivery; and
- promoting public confidence in the department's actions and decisions by being open and transparent in the management of complaints.

In accordance with section 219A of the *Public Service Act 2008* (Qld), by 30 September after each financial year, the Under Treasurer must publish the number of customer complaints received by Queensland Treasury<sup>1</sup> in the year, including the number of those complaints resulting in further action and those complaints that resulted in no further action.

### Definition of customer complaint

Section 219A(4) of the *Public Service Act 2008* states that a customer complaint is a complaint about a service or action of a department, or its staff, by a person who is apparently directly affected by the service or action and may include, by way of example, a complaint about any of the following:

- a decision made, or a failure to make a decision, by a public service employee of the department;
- an act, or failure to act, of the department;
- the formulation of a proposal or intention by the department;
- the making of a recommendation by the department; and
- the customer service provided by a public service employee of the department.

## Feedback

Queensland Treasury takes any enquiries and complaints seriously. We welcome any feedback you may have regarding our services via the Queensland Government website [feedback page](#).

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<sup>1</sup> Queensland Treasury's complaints management system does not include the Motor Accident Insurance Commission and the Nominal Defendant.

As required under section 219A of the *Public Service Act 2008* (Qld), Queensland Treasury is required to maintain the following type of information concerning customer complaints:

- (1) number of customer complaints received per financial year;
- (2) number of customer complaints resulting in further action per financial year; and
- (3) number of customer complaints resulting in no further action per financial year.

The following graphs contain Queensland Treasury's customer complaint information for the 2019-2020 financial year.

The total number of customer complaints received by Queensland Treasury in the 2019-2020 financial year is 621.



On 11 May 2020, Queensland Treasury gained the Planning and Infrastructure portfolios of the former Department of State Development, Manufacturing, Infrastructure and Planning as per the Administrative Arrangements Order (No. 1) 2020. The figure contained in 'Other areas of Treasury' portion of the above chart includes any complaints received from the Planning and Infrastructure portfolios between 11 May 2020 and 30 June 2020.

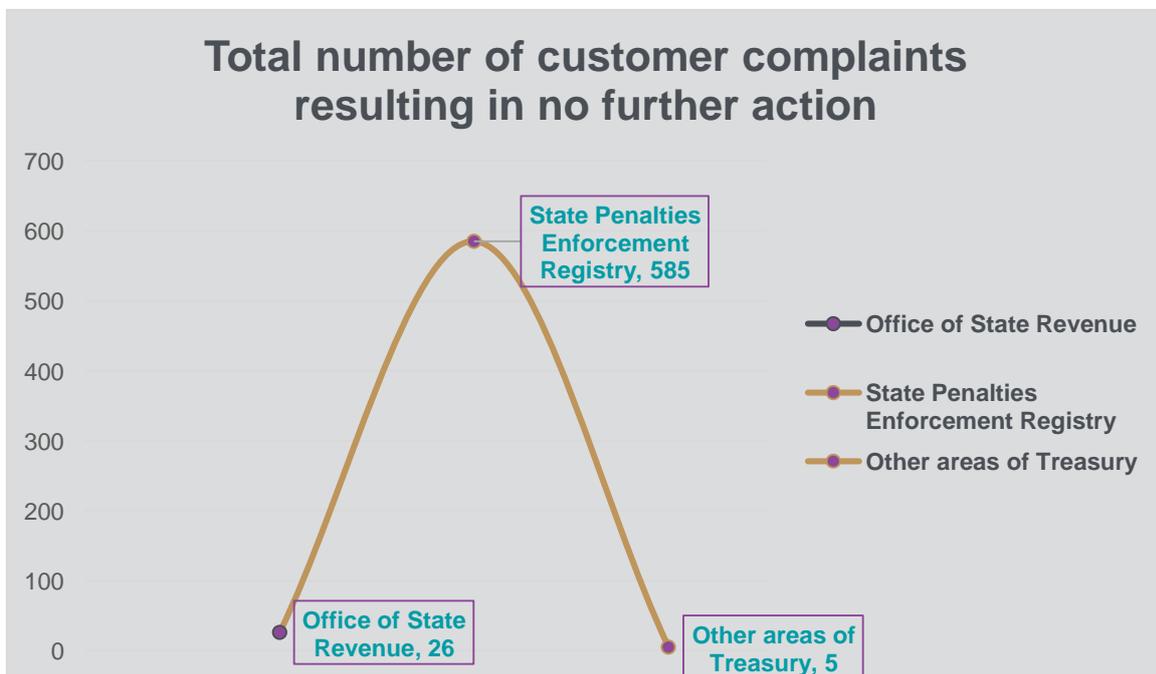
Queensland Treasury has had a 20.82% decrease in the total number of customer complaints received since the last financial year.

The reduction in complaints received by the State Penalties Enforcement Registry can be attributed to a reduction in debt referrals of 15% in 2019-20 (\$320M) compared to 2018-19 (\$376M) and to a number of actions undertaken by the State Penalties Enforcement Registry to support debtors experiencing hardship as a result of COVID-19, including:

- a temporary suspension of new enforcement actions and outbound call campaigns;
- a deferral and reduction of payment arrangements; and
- reduced correspondence being sent due to the temporary suspension of issuing enforcement related notices, other than enforcement orders triggered by the registration of a debt with the State Penalties Enforcement Registry.



Compared with the previous financial year's figures, the number of complaints resulting in further action within Queensland Treasury has decreased by 37.5%.



To find out more about Queensland Treasury services, visit [www.treasury.qld.gov.au](http://www.treasury.qld.gov.au)