

Customer Complaints Annual Report 2020-2021

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

- managing complaints about the services, products or actions of the department or its staff;
- analysing and identifying opportunities to improve service delivery; and
- promoting public confidence in the department's management of complaints.

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.

Under section 219A of the *Public Service Act 2008* (Qld), Queensland Treasury is required to maintain the following types of information concerning customer complaints¹:

- (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 table contains Queensland Treasury's customer complaint information for the 2020-2021 financial year².

	Total number of complaints received	Complaints resulting in further action	Complaints resulting in no further action
Queensland Revenue Office	476	8	468
Other areas of Queensland Treasury	3	0	3
Total	479	8	471

The number of complaints received this financial year has decreased by 23% compared to the 2019-2020 financial year.

Feedback

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

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

² From 1 July 2020 to 12 November 2020, the Planning and Infrastructure portfolios of the former Department of State Development, Manufacturing, Infrastructure and Planning formed part of the "Other areas of Treasury" as per the Administrative Arrangements Order (No. 1) 2020. From 12 November 2020 to 30 June 2021, the Investment Facilitation and Partnerships function of the former Department of State Development, Tourism and Innovation (DSDTI) was transferred to Queensland Treasury and formed part of the "Other areas of Treasury" as per the Administrative Arrangements Order (No. 2) 2020.