

QUEENSLAND TREASURY

Customer Complaints Annual Report

2015/2016

30 September 2016

© The State of Queensland (Queensland Treasury) 2016

Licence:

This document is licensed under a Creative Commons Attribution (CC BY 4.0) International licence.



To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>

Attribution:

Content from the Customer Complaints Annual Report should be attributed to:
The State of Queensland (Queensland Treasury) Customer Complaints Annual Report.
ISSN 1837–2848



Translating and interpreting assistance

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this publication. The State of Queensland has no objection to this material being reproduced, made available online or electronically but only if it is recognised as the owner of the copyright and this material remains unaltered.

Introduction

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 decision 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 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;
- the customer service provided by a public service employee of the department.

Complaints management in 2015/16

1. Total number of customer complaints received in Queensland Treasury

Office of State Revenue	33
State Penalties Enforcement Registry	1288
Office of Industrial Relations	54
Office of Insurance Commission	0
Other areas of Treasury	0
TOTAL	1375

2. Total number of customer complaints resulting in further action

Office of State Revenue	4
State Penalties Enforcement Registry	31
Office of Industrial Relations	6
Office of Insurance Commission	0
Other areas of Treasury	0
TOTAL	41

3. Total number of customer complaints resulting in no further action

Office of State Revenue	29
State Penalties Enforcement Registry	1257
Office of Industrial Relations	46
Office of Insurance Commission	0
Other areas of Treasury	0
TOTAL	1332

Feedback

Queensland Treasury takes any enquiries and complaints seriously. We welcome any feedback you may have regarding our services.