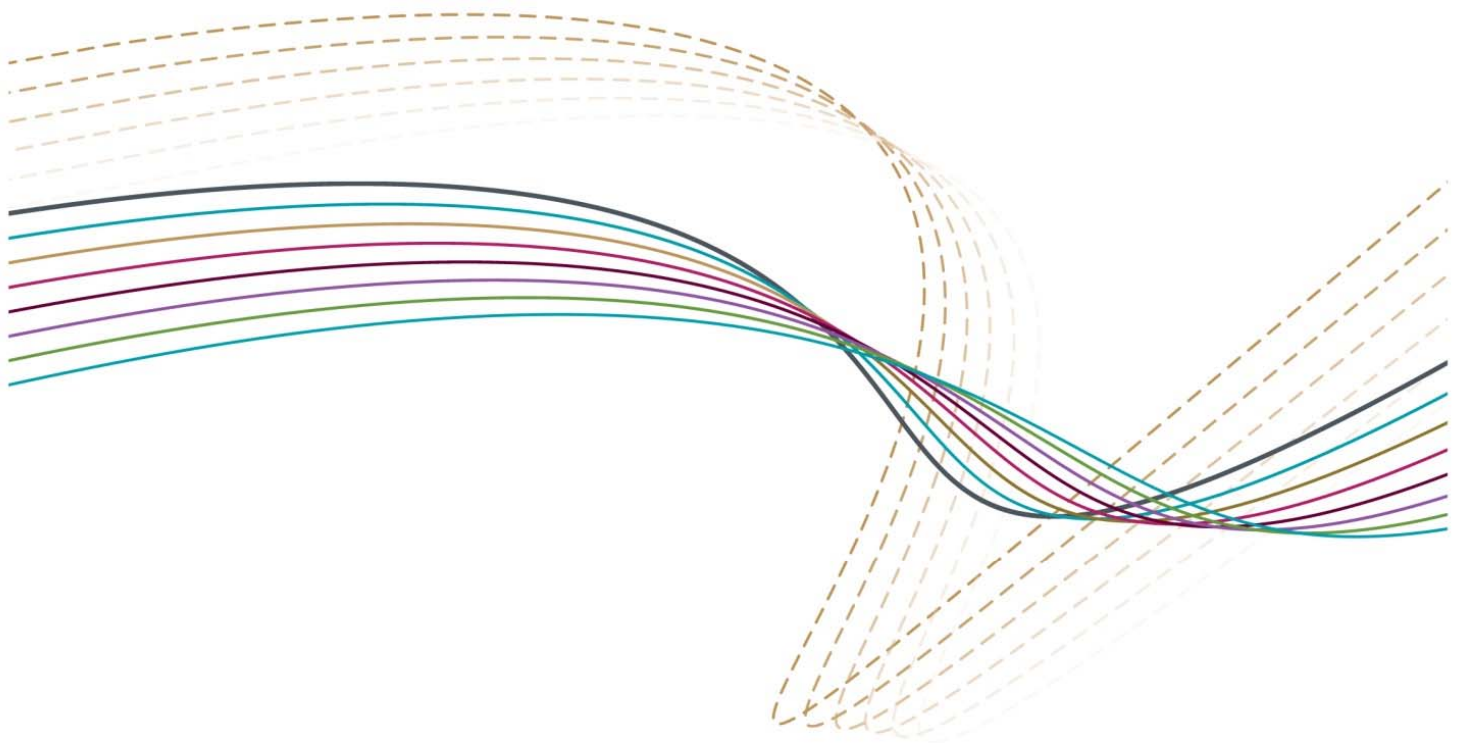


QUEENSLAND TREASURY

Complaints Management

Annual Report

Date 30 September 2017



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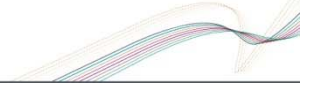
Translating and interpreting assistance

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1.0 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 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 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.

Feedback

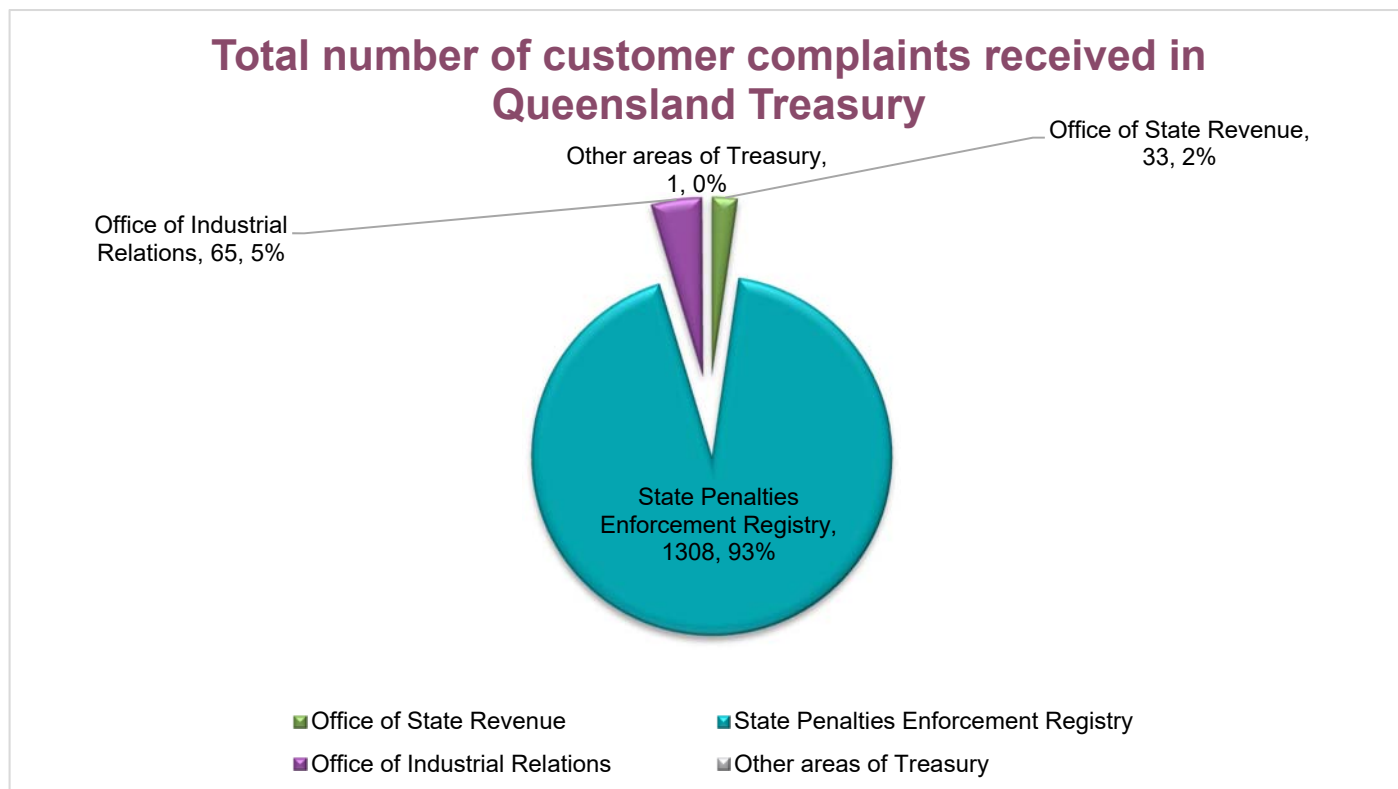
Queensland Treasury takes any enquiries and complaints seriously. We welcome any feedback you may have regarding our services.

2.0 Complaints management in 2016/17

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:

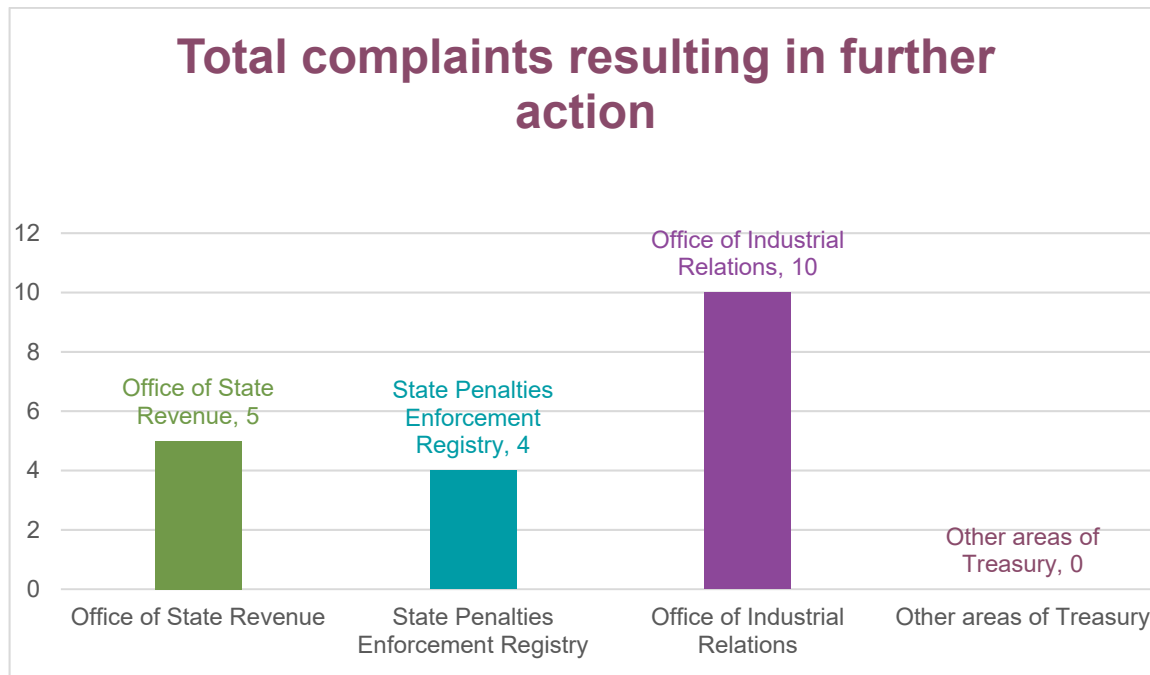
- (1) number of customer complaints received per financial year;
- (2) number of customer complaints resulting in further action per financial year;
- (3) number of customer complaints resulting in no further action per financial year.

The following graphs contain Queensland Treasury’s customer complaint information for the 2016-17 financial year

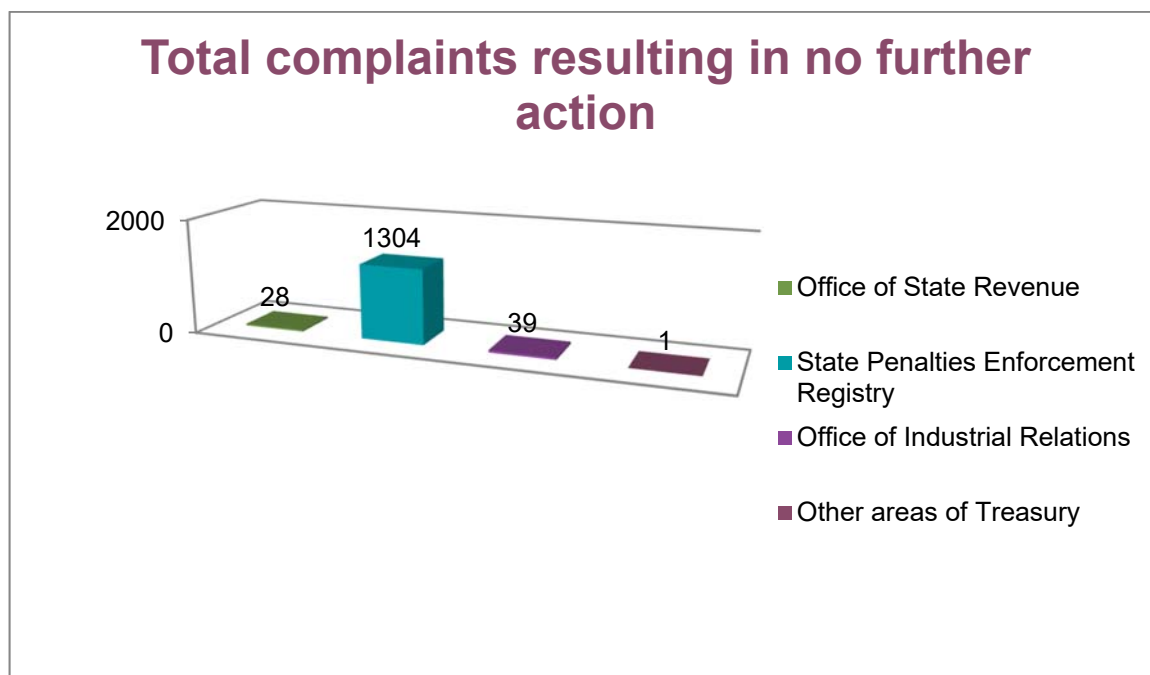


Comparisons can be drawn between this financial year’s figures and the previous financial year’s figures such as:

- The total number of customer complaints received this year has increased by 2.3% since last financial year.
- SPER have had a 1.5% increase in the number of customer complaints received since last financial year.



Compared with the previous financial year's figures, the number of complaints requiring further action within Queensland Treasury has decreased by 53%.



The total number of complaints that resulted in no further action increased by 3% since the previous financial year.

