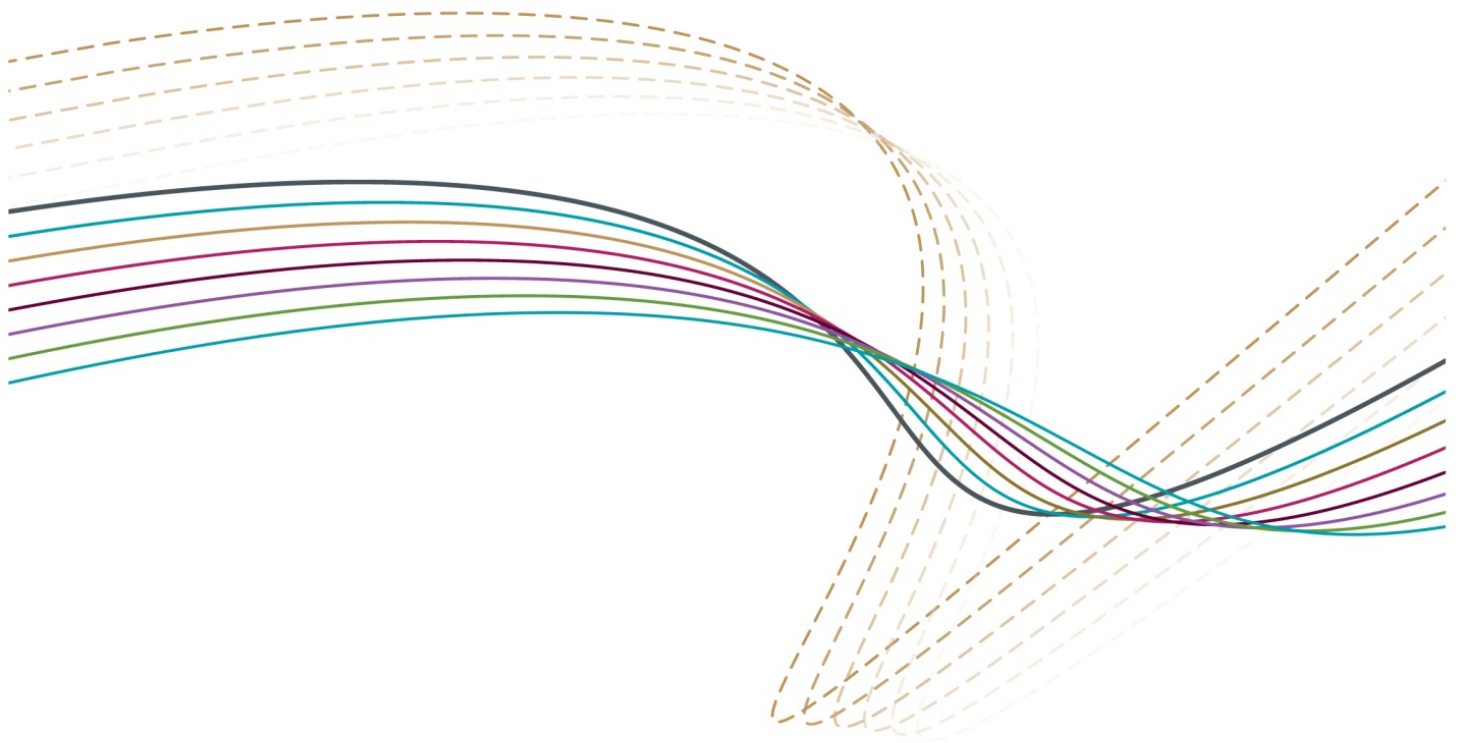


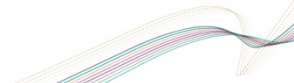
QUEENSLAND TREASURY

Complaints Management

Annual Report 2018-2019

30 September 2019





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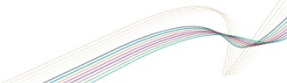
The State of Queensland (Queensland Treasury) Complaints Management.

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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 Treasury¹ 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 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.

2.0 Complaints management 2018-2019

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 2018-2019 financial year.

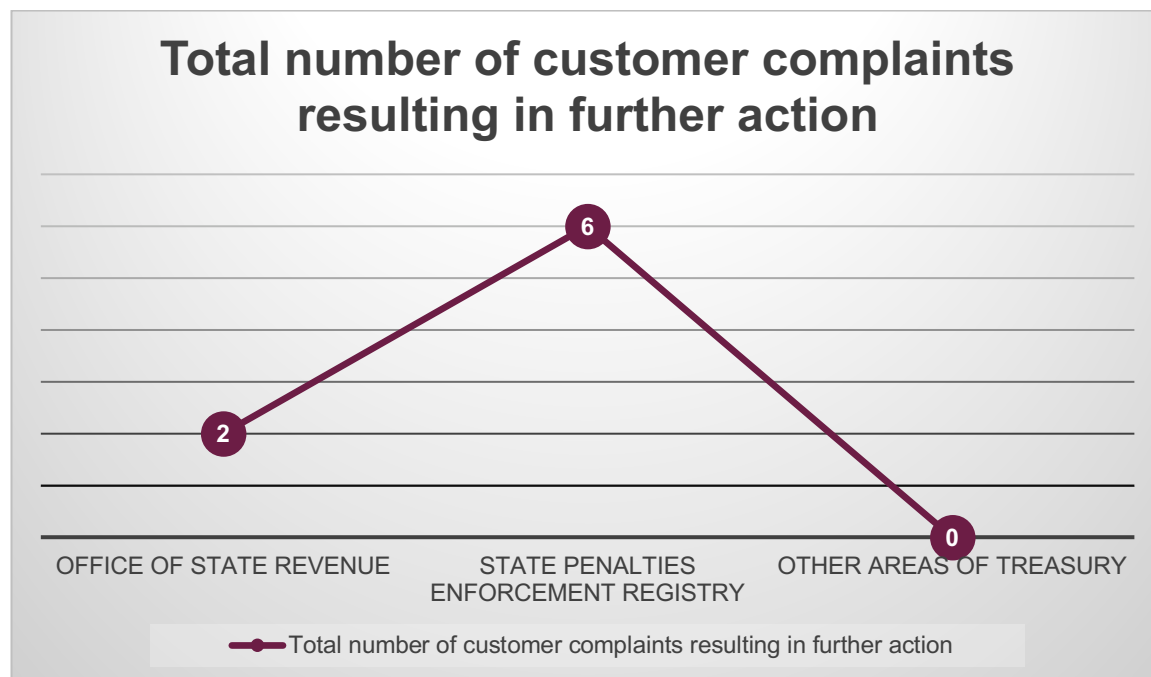


The total number of customer complaints received by Queensland Treasury in the 2018-2019 financial year is 783.

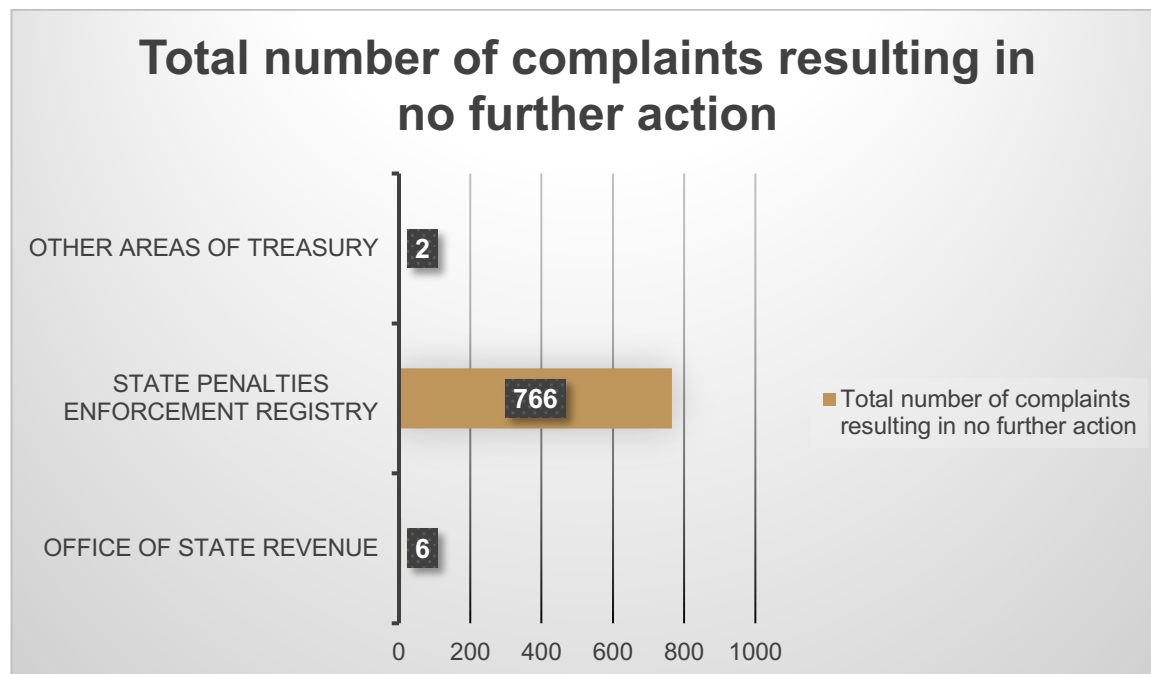
A comparison can be drawn between this financial year's figures and the previous financial year's figures such as:

- the State Penalties Enforcement Registry (SPER) have had a 20.5% decrease in the number of complaints received since the last financial year;
- the Office of State Revenue (OSR) have had a 71.4% decreased in the number of complaints received since the last financial year; and
- the number of complaints received for the other areas of Treasury has decreased by 62.5%.

SPER has also implemented business improvements during the financial year (verbal processes for financial assessments and payment plan applications) which may have contributed to the reduction in complaints received



Compared with the previous financial year's figures, the number of complaints resulting in further action within Queensland Treasury has decreased by 27.2%.



As at 30 June 2019, there was one complaint received within another area of Treasury still open and as such action on this complaint is not reflected in this report.

To find out more about Queensland Treasury services, visit www.treasury.qld.gov.au.

