

Guiding principles

Five overarching principles to inform the approach drawn from national standards.

Queensland Public Service Customer Complaint Management Framework

Purpose

Section 264(1) of the *Public Sector Act 2022* requires public sector entities (agencies) to establish and implement a customer complaint management system (CMS). A CMS is all policies, procedures, practices, systems, staff and resources an agency uses to manage customer complaints.

The purpose of the Customer Complaint Management Framework (the Framework) is to provide a consistent approach for managing customer complaints for all public service entities (agencies).

Policy statement

The Queensland Government is committed to providing excellent customer service. Customer feedback is encouraged as customer complaints provide an opportunity to learn and improve service delivery. This helps ensure continued development and delivery of customer-focussed, high-quality services.

Customer complaints are to be:

- managed in a timely, people-focused and proactive manner
- accessible and culturally responsible.

Agencies should make information about how to make a customer complaint and the process for customer complaints readily available.

Timely process

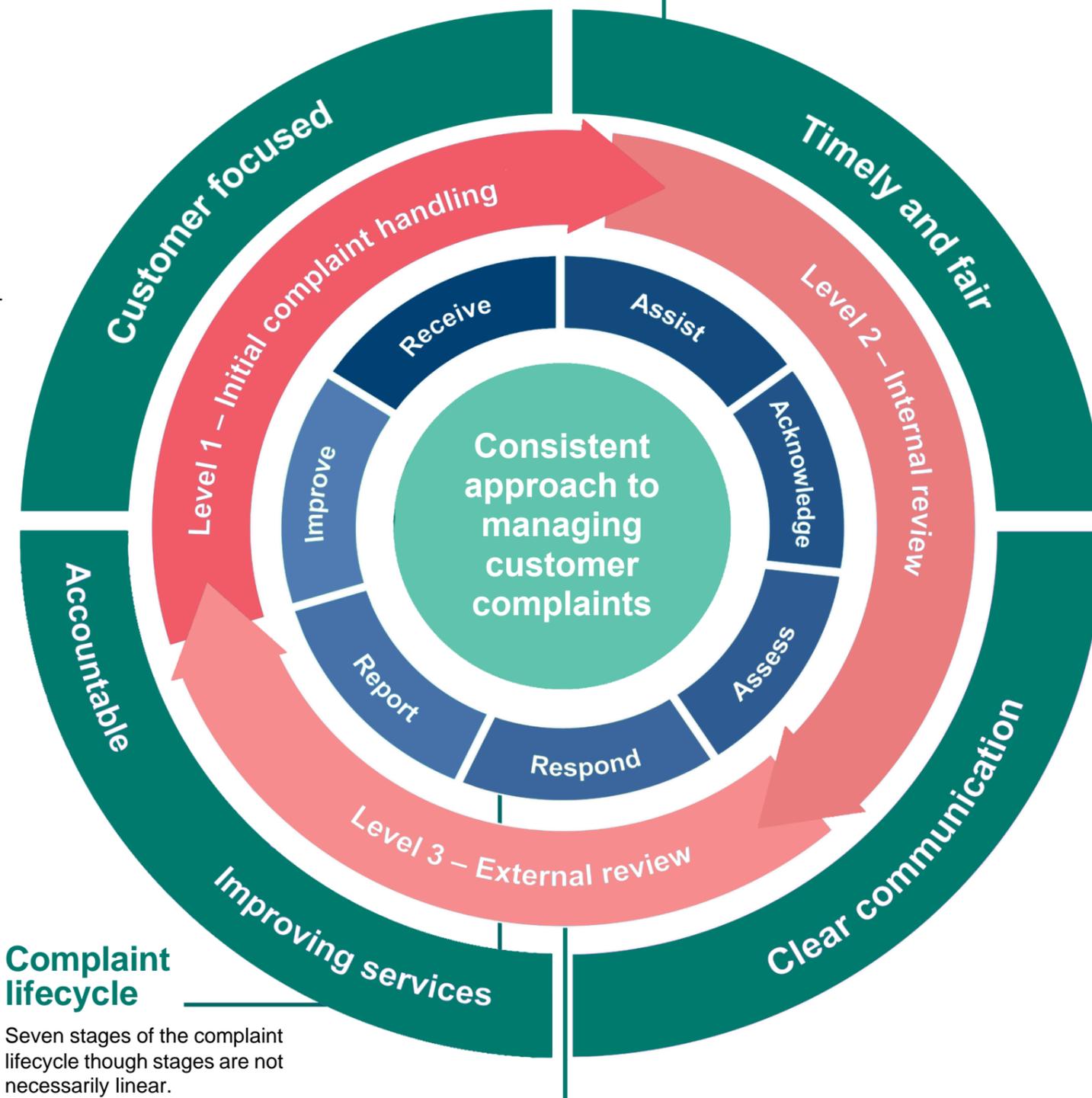
Agencies should acknowledge receipt of a complaint within 3 business days and provide a response within 30 business days from the date the complaint is received.

How to use the Framework

Agencies should ensure that their CMS aligns with the Framework though tailoring may be required for specific business needs.

The Framework is supported by the [Customer Complaint Management Guideline](#) (the Guideline) which provides more detail on the specific components of the Framework. The Guideline also outlines key agency responsibilities relating to record keeping, training and managing unreasonable conduct.

The Framework does not change existing agency obligations that apply to managing specific types of complaints (for example, human rights, privacy complaints or corrupt conduct matters).



Complaint lifecycle

Seven stages of the complaint lifecycle though stages are not necessarily linear.

Three level model

Tiered complaint handling approach to provide complainants with options over the lifecycle.