

2021–22 customer complaints data report

The Department of Employment, Small Business and Training (DESBT) aims to deliver quality services that respond to the needs of Queenslanders. To help achieve this, DESBT is committed to effective customer complaints management and ensures compliance with section 219A of the *Public Service Act 2008* (Qld). The [DESBT Customer Complaints Management Policy](#) sets the direction for customer complaints received by DESBT. The department is committed to ensuring that complaints received are dealt with fairly, promptly and in an efficient and confidential manner, that is compatible with human rights, and that the complainant is aware of the complaints management process and what to expect when they lodge a complaint.

The department is committed to ensuring that its customer complaint management approach is effective and provides consistent processes for:

- receiving, recording, responding to and reporting on complaints about the services, products or actions of DESBT or its staff when providing those services
- analysing and identifying opportunities to improve service delivery
- promoting public confidence in DESBT's actions and decision by being open and transparent in the management of complaints.

In 2021–22, the department received 16 customer complaints from external customers. None of the complaints were assessed as involving human rights.

Criteria	Total
Total number of external customer complaints received by DESBT	16
Total number of external customer complaints resulting in further action	4
Total number of external customer complaints resulting in no further action	9
Total number of external customer complaints pending – review still underway	3

Further information regarding the details of actions taken during 2021–22 to further the objectives of the *Human Rights Act 2019, section 97(2)* including details of reviews the department undertook of policies, practices or services undertaken in relation to their compatibility with human rights, is available in the DESBT Annual Report 2021–22, on our website www.desbt.qld.gov.au/about-us/reports.

Feedback: The department takes any enquiries and complaints seriously. We welcome any feedback you may have regarding our services. For providing feedback or making a complaint visit our website www.desbt.qld.gov.au/contact-us.

