

Department of Employment, Small Business and Training

Customer Complaints Annual Report

2020/21

30 September 2021

Interpreter services



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Content from this annual report should be attributed as:
The State of Queensland (Department of Employment, Small Business and Training) Customer Complaints Annual Report 2020-21.

Introduction

The Department of Employment, Small Business and Training 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 Chief Executive Officer must publish the number of customer complaints received by Department of Employment, Small Business and Training 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 2020/21

1. Total number of customer complaints received in Department of Employment, Small Business and Training

Training and Skills	20
Jobs Queensland	0
Employment	2
Small Business	12
Corporate Services	0
TOTAL	34

2. Total number of customer complaints resulting in further action

Training and Skills	6
Jobs Queensland	0
Employment	1
Small Business	3
Corporate Services	0
TOTAL	10

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

Training and Skills	12
Jobs Queensland	0
Employment	1
Small Business	9
Corporate Services	0
TOTAL	22

4. Total number of customer complaints pending – review still underway

Training and Skills	2
Jobs Queensland	0
Employment	0
Office of Small Business	0
Corporate Services	0
TOTAL	2

Feedback

The Department of Employment, Small Business and Training takes any enquiries and complaints seriously. We welcome any feedback you may have regarding our services.