

CLIENT COMPLAINTS
ANNUAL REPORT
2017-18

September 2018





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Publication information

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Contact us

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Complaints information

All of our client complaints management information can be located on the Department of Justice and Attorney-General (DJAG) website www.justice.qld.gov.au.

The website includes information on the departmental process for capturing and managing complaints for adults and children, ensuring that making a complaint and/or providing feedback is an easy and transparent process, including:

- DJAG's *Client complaint management policy* and complaint management procedures, outlining how we manage complaints and the timeframes for us to respond to a complaint
- information on how to lodge a complaint online or by using the complaints form
- child-friendly information sheets and complaint forms, and
- information and contacts for matters out of the scope of the DJAG *Client complaint management policy*, ensuring a client has another avenue to raise their concerns.



Feedback is important to us

Feedback is a valuable source of information and an important tool for business and staff development. All feedback, including complaints, is valuable in helping us improve our services.

Given the many services the department delivers, it is inevitable that there will be times when clients tell us they have some level of dissatisfaction. Whether a client has received good service and is happy with DJAG, or is disappointed by what we could or couldn't do for them, we want people to tell us, and be able to do so easily.

WHY WE VALUE FEEDBACK

All of your feedback, including complaints, is valuable to us. We use your feedback to identify areas for business and staff development and this helps us to continually improve the services we provide. All the complaints within this report are within the scope of the DJAG policy and have contributed to informing continual improvements to our service delivery.

Improvements to our client complaints management system

During 2017–18, we continued to refine our client complaints management system to improve the categories of data that we collect.

We collect complaints data each quarter and present the information to management. The quarterly information is combined to produce an annual complaints report.

DJAG is conducting an administrative review of the *Client complaint management policy*. Improving data collection and reporting, will better define the complaint outcomes to reflect either further action or no further action. These amendments will strengthen DJAG's reporting of client complaints.

We will continue to make improvements to our system to help us provide a better service to our customers.

IMPACT OF MACHINERY-OF-GOVERNMENT (MOG)

Queensland Government *Administrative Arrangements Orders (3 & 4) 2017* resulted in machinery-of-Government (MOG) changes, removing both Youth Justice (YJ) and Queensland Corrective Services (QCS) from DJAG in December 2017.

The removal of the reporting functions of QCS and YJ client complaints from DJAG has impacted DJAG's ability to provide effective trending between last financial year to this financial year (i.e. between 2016–17 and 2017–18). For this reason, the comparisons between financial years have not been included in this report.


QCS will report on complaints received during 2017–18. The DJAG report does not include data on complaints received or managed by QCS.

The Department of Child Safety, Youth and Women will report on complaints received by YJ for the period of 1 January to 30 June 2018. DJAG will report on complaints received by YJ for the period of 1 July to 31 December 2017. The YJ data will be reported separately to enable the comparison of DJAG data against future reporting.

ONLINE SATISFACTION SURVEY

DJAG provides an online satisfaction survey where complainants have the opportunity to provide feedback on the way we dealt with their complaint.

During 2017–18, DJAG received five optional online complaint satisfaction survey responses. The responses were varied, but identify the opportunity for DJAG to improve on communicating



our complaints management process to our clients, and to review our resources to allow us to manage our complaints within the appropriate timeframes.

In 2018–19, DJAG will work across divisions to encourage complainants to participate in the online satisfaction survey to enable business improvement with the complaints management process.

Complaints statistics for 2017–18

In accordance with s219A (3) *Public Service Act 2008*, DJAG will report on complaint trends for matters received during the financial year. This report must include as a minimum:

- the number of customer complaints received by the department that financial year
- the number of those complaints resulting in further action, and
- the number of those complaints resulting in no further action.

COMPLAINTS RECEIVED

During 2017–18, there were a total of 834 complaints received in DJAG:

Division	Number of Complaints	% of Complaints
Justice Services (JS)	714	85.61%
Liquor Gaming and Fair Trading (LGFT)	101	12.11%
Office of the Director of Public Prosecutions (ODPP)	12	1.44%
Strategic Policy and Legal Services (SPLS)	4	0.48%
Office of the Director of Child Protection Litigation (ODCPL)	2	0.24%
Office of the Director-General (ODG)	1	0.12%
Corporate Services (CS)	0	0.00%
Crown Law (CL)	0	0.00%
TOTAL	834	100%

Youth Justice complaints

YJ received 100 complaints during the period 1 July to 31 December 2017.

COMPLAINTS BY CHILDREN AND YOUNG PEOPLE

During 2017–18, there was a total of one complaint received by DJAG from children and young people. The complaint was made by a child or young person between the ages of 11 and 17 years.

Youth Justice complaints

YJ received 89 complaints by children and young people during the period 1 July to 31 December 2017. The complaints were made by children and young people between the ages of 11 and 17 years.

TYPES OF COMPLAINTS

Types of complaints received by DJAG by number and percentage

Based on the DJAG client complaints framework, there may be more than one complaint category breakdown for each complaint. The number of complaint categories recorded for 2017–18 will be equal to or greater than the total number of complaints received.

Complaint Category	Number of Complaint Types	% of Complaint Types
Service delivery	394	46.90%
Policy/ procedure	238	28.33%
Administrative decision	107	12.74%
Staff conduct	94	11.19%
Privacy	5	0.60%
Young person conduct	2	0.24%
TOTAL	840	100%

Types of complaints received by Youth Justice

Complaints received by Youth Justice were categories as follows: Staff conduct (56), Service delivery (20), Young person conduct (20), Administrative decision (3), and Policy/procedure (3).

Complaints carried over from 2016–17

Complaints that were not finalised during 2016–17 were carried over to be finalised during 2017–18.

DJAG carried over 20 complaints that were still in progress as at 30 June 2017.

The number of DJAG complaints will vary from DJAG *Client Complaints Annual Report 2016–17* due to the MOG removal of QCS and YJ from the Department.

YJ carried over 32 complaints that were still in progress as at 30 June 2017.

The *type of complaint* is not reported for carried over complaints in this report, as the types of complaints was reported on in the DJAG *Client Complaints Annual Report 2016–17*.

COMPLAINT OUTCOMES

Outcomes summary

The table below details the actions taken as a result of complaints received. Almost 90% of the complaints received by DJAG were resolved through *further action* being taken.

Outcome of the complaint	Total	Percentage of total
Apology	175	18.9%
Reviewed decision - upheld	58	6.3%
Reviewed decision - amended	3	0.3%
Review policy/procedure	10	1.1%
Disciplinary action	2	0.2%
Explanation	539	58.3%
Service improvement	14	1.5%
Staff training	16	1.7%
Compensation	3	0.3%
Conciliation/Mediation	0	0.0%
Total complaints with further action taken by DJAG	820	88.7%
No action	78	8.4%
Frivolous	0	0.0%
Referred	8	0.9%
Withdrawn	4	0.4%

Outcome of the complaint	Total	Percentage of total
Rejected	13	1.4%
Unable to be resolved	1	0.1%
No further action taken by DJAG¹	104	11.3%
TOTAL²	924	100%³

Youth Justice complaints

Outcomes of complaints received by Youth Justice were categorised as follows:

Further action taken by YJ

Apology (2), Reviewed decision – upheld (0), Reviewed decision – amended (0), Review policy/procedure (0), Disciplinary action (1), Explanation (16), Service improvement (2), Staff training (13), Compensation (0), and Conciliation/Mediation (4)

No action taken by YJ

No action (10), Frivolous (9), Referred (31), Withdrawn (11), Rejected (0) and Unable to be resolved (1).

¹ Complaint outcomes defined as having *no further action* taken is identified after the complaint investigation process is complete.

² Based on the DJAG client complaints framework, there may be more than one complaint outcome for each complaint. The total number of complaint outcomes will be equal to or greater than the total number of complaints received.

³ Percentages have been rounded to one decimal place.

ACTION IN RESPONSE TO COMPLAINTS

A number of business and process improvements were reviewed as a result of complaints received during the period.

Action/Division	JS	SPLS	LGFT	ODG
Review policy/procedure	✓	✓		
Service improvement	✓	✓		✓
Staff training	✓		✓	

In 2017–18, the following actions arose as a result to a complaint being received by DJAG:

- Internal Audit revised in-house processes and amended protocols (i.e. Amended Trust Account Procedure Manual) to ensure consideration of all key factors in future in the determination of currency of auditor qualifications. The complaint was an isolated incident event, but all such factors will be considered in the analysis of any similar events in the future
- the Sunshine Coast and Western Queensland Regional Operations refined their process for dealing with Funeral Assistance Requests by streamlining the accountability of the receiving officers and the application process
- the Office of the Public Guardian implemented an Oral Health care reminder process in their client management system which has provided better outcomes for clients, and
- Queensland Civil and Administrative Tribunal (QCAT) have identified service improvements that have occurred as a direct result of complaints being received. The use of complaints data have identified a trend in emerging service delivery issues. Complaints data has contributed to the development of the *QCAT Communication Strategy 2015–17* and feedback has been used to identify information gaps and priority areas for education through client engagement and on-line development. As a result, QCAT have been able to review client and registry resources to ensure current information is being utilised which has created positive outcomes for clients and reduced the number of complaints being handled.

Complaints management summary

The overall status for management of DJAG complaints as at 30 June 2018, includes complaints that have been received in previous reporting periods.

DJAG complaints status as at 30 June 2018	Total Complaints
Complaints still in progress as at 30 June 2017	20
Complaints received in 2017-18	834
Complaints still in progress as at 30 June 2018	59

Youth Justice complaints status as at 31 December 2017	Total Complaints
Complaints still in progress as at 30 June 2017	32
Complaints received from 1 July to 31 December 2017	100
Complaints still in progress as at 31 December 2017	38

DJAG is committed to continually delivering high quality services that respond to the community's needs, incorporating effective complaints management practices to ensure accountability, access to services and to drive business improvement.



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