

Department of Justice and Attorney-General

# *CLIENT COMPLAINTS*

## ANNUAL REPORT

2020–2021



**Queensland**  
Government

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## Publication information

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## Contact us

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## Version history

Version	Notes	Date
1.0	Report approved by Director-General	28 September 2021
1.1	Approval of revised report reflecting additional complaints data	19 October 2021

## 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](http://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
- information on how to lodge a human rights complaint using the complaints process
- 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.

## Machinery of government changes

The Office for Women and Violence Prevention transferred to the Department of Justice and Attorney-General as a result of machinery of government changes on 12 November 2020 which had an effective date of 1 December 2020 for reporting purposes. Any data in this report related to the Office for Women and Violence Prevention covers the period from 1 December 2020 to 30 June 2021.

## 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.

## Online Satisfaction survey

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

During 2020–21, DJAG received five online complaint satisfaction survey responses. The responses identified where DJAG could improve how we communicate our complaints management process to our clients, and the timeliness of complaint resolution.

## Human Rights Complaints

The *Human Rights Act 2019* obligations on departments to capture and manage human rights complaints commenced on 1 January 2020. DJAG's Client complaints management processes incorporate human rights complaints, including the 45-business day response timeframe.

Human Rights complaints received by DJAG are included in the *DJAG 2020-21 Annual Report* available at <https://www.justice.qld.gov.au/publications-policies/reports/annual-report>

## Complaints statistics for 2020–21

Under section 219A (3) *Public Service Act 2008*, DJAG reports on client complaints 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 MANAGEMENT SUMMARY

<b>Total complaints received by DJAG in 2020–21</b>	<b>1,124</b>
<b>Total complaints received in 2020–21 with further action taken by DJAG</b>	<b>90</b>
<b>Total complaints received in 2020–21 with no further action taken</b>	<b>776</b>
<b>Number of complaints still in progress</b>	<b>258</b>

### COMPLAINTS RECEIVED

During 2020–21, a total of 1,124 client complaints were received in DJAG.

<b>Division</b>	<b>Number of Complaints</b>	<b>% of Complaints<sup>1</sup></b>
Justice Services (JS)	911	80.05%
Liquor Gaming and Fair Trading (LGFT)	69	6.14%
Office of the Director of Public Prosecutions (ODPP)	11	0.98%
Office of the Public Guardian (OPG)	130	11.57%
Strategic Policy and Legal Services (SPLS)	1	0.09%
Office of the Director of Child Protection Litigation (ODCPL)	1	0.09%
Office of the Director-General (ODG)	0	0%
Corporate Services (CS)	1	0.09%
Crown Law (CL)	0	0%
Office of Women and Violence Prevention (OWVP)	<b>0</b>	<b>0%</b>
<b>TOTAL</b>	<b>1,124</b>	<b>100%</b>

## TYPES OF CLIENT COMPLAINTS

Based on the DJAG client complaints framework, there may be more than one complaint category breakdown for each complaint, therefore the number of complaint categories recorded for 2020–21 is greater than the total number of complaints received.

<b>Client complaint Category</b>	<b>Number of complaints</b>	<b>% of Complaints<sup>2</sup></b>
Service delivery	709	60.60%
Policy/ procedure	150	12.82%
Administrative decision	104	8.89%
Staff conduct	189	16.15%
Privacy	18	1.54%
Young person conduct	0	0%
<b>TOTAL</b>	<b>1,170</b>	<b>100%</b>

<sup>1</sup> Percentages have been rounded to two decimal places.

<sup>2</sup> Percentages have been rounded to two decimal places.

## COMPLAINT OUTCOMES

The outcomes of complaints received by DJAG are used to improve the way we provide services to the community. DJAG takes a business-as-usual approach to continuously improving services and solutions based on issues raised through the complaints management framework.

The table below details the actions taken as a result of complaints received in 2020–21. Included in the total are outcomes from any complaints that were in progress at the end of 2019–20 that were carried over and finalised during 2020–21.

<b>Outcomes of client complaints</b>	<b>Total</b>
Reviewed decision - upheld	26
Reviewed decision - amended	8
Review policy/procedure	13
Disciplinary action	4
Service improvement	31
Staff training	41
Compensation	4
Conciliation/Mediation	2
<b>Further action taken by DJAG including complaints in progress at the end of 2019-20</b>	<b>129</b>
Apology	175
Explanation	845
Frivolous	18
Referred	16
Withdrawn	7
Rejected	27
Unable to be resolved	37
<b>No further action taken by DJAG<sup>3</sup> including complaints in progress at the end of 2019-20</b>	<b>1,125</b>
<b>TOTAL<sup>4</sup></b>	<b>1,254</b>

<sup>3</sup> Complaint outcomes defined as having *no further action* taken is identified after the complaint investigation process is complete.

<sup>4</sup> 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 finalised.