

CLIENT COMPLAINTS

ANNUAL REPORT 2021–2022



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Publication information

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Contact us

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The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on 13 QGOV (13 7468) and we will arrange an interpreter to effectively communicate the report to you.

Version history

Version	Notes	Date
1.0	Report approved by Director-General	XX September 2022

Complaint's information

All 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
- 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.

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 2021–22, 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 2021-22 Annual Report* available at:

<https://www.justice.qld.gov.au/publications-policies/reports/annual-report>

Complaints statistics for 2021–22

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

Total complaints received by DJAG in 2021–22	997
Total complaints received in 2021–22 with further action taken by DJAG	70
Total complaints received in 2021–22 with no further action taken	819
Number of complaints still in progress	108

Complaints received

During 2021–22, a total of 997 client complaints were received in DJAG.

Division	Number of complaints	% of complaints*
Justice Services (JS)	803	80.54%
Office of the Public Guardian (OPG)	94	9.43%
Liquor Gaming and Fair Trading (LGFT)	70	7.02%
Office of the Director of Public Prosecutions (ODPP)	23	2.31%
Office of the Director of Child Protection Litigation (ODCPL)	4	0.40%
Office of the Director-General (ODG)	2	0.20%
Crown Law (CL)	1	0.10%
Strategic Policy and Legal Services (SPLS)	0	0%
Corporate Services (CS)	0	0%
Office of Women and Violence Prevention (OWVP)	0	0%
TOTAL	997	100%

*Percentages have been rounded to two decimal places.

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 2021–22 is greater than the total number of complaints received.

Client complaint Category	Number of complaints	% of Complaints*
Service delivery	568	55.26%
Policy/ procedure	215	20.91%
Administrative decision	96	9.34%
Staff conduct	135	13.13%
Privacy	13	1.26%
Young person conduct	1	0.10%
TOTAL	1,028	100%

*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 resulting from complaints received in 2021–22. Included in the total are outcomes from any complaints still in progress at the end of 2020–21 that were carried over and finalised during 2021–22.

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.

Outcomes of client complaints	Total
Reviewed decision - upheld	35
Reviewed decision - amended	3
Review policy/procedure	3
Disciplinary action	1
Service improvement	25
Staff training	18
Compensation	0
Conciliation/Mediation	1
Further action taken by DJAG including complaints in progress at the end of 2020–21	86
Apology	226
Explanation	720
Frivolous	6
Referred	25
Withdrawn	5
Rejected	14
Unable to be resolved	24
No further action taken by DJAG [^] including complaints in progress at the end of 2020–21	1,020
TOTAL	1,106

[^]Complaint outcomes defined as having no further action taken are identified after the complaint investigation process is complete.