

2019-20 customer complaints data report

The department introduced its [Customer Complaints Management Framework](#) in February 2017 to promote better practice across the state and ensure compliance with section 219A of the *Public Service Act 2008* (Qld).

The department continues to actively monitor the implementation of its customer complaints management approach and continues to review and refine data collection methods to ensure consistency and accuracy.

Department of Education customer complaints ¹ for 2019-20	
Number of customer complaints received by the department in the year ²	3,613
Number of those customer complaints resulting in further action ³	104
Number of those customer complaints resulting in no further action	3,399
Number of those customer complaints still in progress as at 30 June 2020	110

Notes:

1. A customer complaint is defined in section 219A(4) of the *Public Service Act 2008* (Qld). Items that are not a customer complaint are outlined in the [Customer Complaints Management Framework](#).
2. 340 customer complaints were assessed as potentially engaging a human right. Ten of these complaints were assessed as upheld/substantiated (either in full, or in part) and an action or decision found to be incompatible with human rights. These complaints were managed in accordance with the department's customer complaint management framework. Action taken for substantiated complaints may include overturning a decision, giving an apology, changing a practice or process, providing a service not previously provided or addressing or referring the issue for system improvement.
3. Further action includes:
 - a request for an internal review;
 - customer complaints that result in changes to departmental policies, procedures or practices; or
 - a request for an external review, such as with the Queensland Ombudsman or the Queensland Human Rights Commission.