

Customer complaints data report 2023-24

The department’s Customer Complaints Management Framework promotes better practice across the state and ensures compliance with section 264 of the *Public Sector Act 2022* (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 2023-24	
Number of customer complaints received by the department in the year ¹	4,271
Number of those customer complaints resulting in further action ²	72
Number of those customer complaints resulting in no further action	4,055
Number of those customer complaints still in progress as at 30 June 2024	144

Notes:

1. Customer complaints are managed in accordance with the department’s Customer Complaint Management Framework. Complaints received include:
 - 1,870 customer complaints that engaged a human right
 - 54 privacy complaints, which constituted a customer complaint, privacy complaint and human rights complaint
 - 41 complaints that were either upheld/substantiated (either in full, or in part) and an action or decision found to be incompatible with human rights.

2. 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.