

2018-19 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 2018-19 ²	
Number of customer complaints received by the department in the year	5,748
Number of those customer complaints resulting in further action ³	33
Number of those customer complaints resulting in no further action	5,296
Number of those customer complaints still in progress as at 30 June 2019	419

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. In late 2018, the Customer Complaints Management System (CCMS) was introduced as an enterprise solution for customer complaints management. The CCMS has improved the department's ability to capture data about complaint receipt and resolution.
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.