

Complaints Report

Annual Report 2015–2016

Customer Complaints received by the Department of Education and Training for 2015-16¹	
The number of customer complaints received by the department in the year	1240²
The number of those complaints resulting in further action	23
The number of those complaints resulting in no further action	903
Notes	
1. The data is based on complaints received by the department's Ethical Standards Unit. The department is improving its complaints management system. Under the new system, the department will capture complaints data held by other areas of the portfolio.	
2. 314 of this total remain ongoing.	

This information is published pursuant to section 219(a) of the *Public Service Act 2008* (Qld).