

Customer Complaints

2023–2024

Annual information

The Department of Employment, Small Business and Training (DESBT) aims to deliver quality services that respond to the needs of Queenslanders. To help achieve this, DESBT is committed to effective customer complaints management and ensures compliance with section 264 of the *Public Sector Act 2022* (Qld).

The department's Complaints Management Policies set the direction for complaints received by DESBT. We ensure that complaints received are dealt with fairly, promptly and in an efficient and confidential manner, which is compatible with human rights, and that the complainant is aware of the complaints management process and what to expect when they lodge a complaint.

The department is committed to ensuring that its customer complaint management approach is effective and provides consistent processes for:

- receiving, recording, responding to, and reporting on complaints about the services, products or actions of DESBT or its staff when providing these services
- analysing and identifying opportunities to improve service delivery
- promoting public confidence in DESBT's actions and decisions by being open and transparent in the management of complaints.

In 2023–24, DESBT received a total of eight (8) complaints as outlined in the table below:

General criteria	Total
Total number of complaints received by DESBT	8
Total number of complaints resulting in further action	4
Total number of complaints resulting in no further action	3
Total number of complaints pending – review still underway	1
Total number of human rights complaints received by DESBT	0

Information regarding the actions taken during 2023–24 to further the objectives of the *Human Rights Act 2019*, section 97(2) including details of reviews the department undertook of policies, practices or services undertaken in relation to their compatibility with human rights, is available in the [DESBT Annual Report 2023–24](#).

Feedback

DESBT takes any enquiries and complaints seriously. We welcome any feedback regarding our services via the Queensland Government website feedback page (www.qld.gov.au/contact-us).