

CLIENT COMPLAINTS
ANNUAL REPORT

2022–23



Queensland
Government

Complaints information

The Department of Justice and Attorney-General (DJAG)'s client complaints management information can be located on the department's website www.justice.qld.gov.au.

The website includes information on the departmental process for capturing and managing complaints for adults and children, ensuring that making a complaint and/or providing feedback is an easy and transparent process.

Feedback is important to us

Feedback is a valuable source of information and an important tool for business and staff development. All feedback, including compliments and complaints, is valuable in helping us improve our services.

Given the many services the department delivers, it is inevitable that there will be times when clients tell us they have some level of dissatisfaction. Whether a client has received good service and is happy with DJAG or is disappointed by what we could or couldn't do for them, we want people to tell us and be able to do so easily.

Online satisfaction survey

DJAG provides an online satisfaction survey where complainants can provide feedback on the way we dealt with their complaint.

During 2022–23, DJAG did not receive any online complaint satisfaction survey responses.

Definition of customer complaint

Section 264 (4) of the *Public Sector Act 2022* states that a customer complaint is a complaint about a service or action of a public sector entity, or its staff, by a person who is apparently directly affected by the service or action. DJAG refers to customer complaints as client complaints.

Human rights complaints

The *Human Rights Act 2019* obligations on departments to capture and manage human rights complaints commenced on 1 January 2020. DJAG's client complaints management processes incorporate human rights complaints, including the 45-business day response timeframe.

Human rights complaints received by DJAG are included in the *DJAG 2022-23 Annual Report* available at:

<https://www.justice.qld.gov.au/publications-policies/reports/annual-report>

Customer complaints statistics for 2022–23

Under section 264 (3) *Public Sector Act 2022*, DJAG reports on customer complaints received during the financial year. This report must include:

- the number of customer complaints received by the department that financial year
- the number of those complaints resulting in further action, and
- the number of those complaints resulting in no further action.

Complaints received

During 2022–23, a total of 1,223 client complaints were received in DJAG.

Complaints Management Summary

Total complaints received by DJAG in 2022–23	1223
Total complaints received in 2022–23 with further action taken by DJAG	95
Total complaints received in 2022–23 with no further action taken	1041
Number of complaints still in progress	87

The majority of complaints (86%) were received in Justice Services, a public facing division within DJAG.

Outcomes requiring further action

The majority of complaints with outcomes requiring further action fell within the areas of service improvement and staff training. Conciliation/mediation and disciplinary action outcomes were significantly low.

Outcomes requiring no further action

The majority of complaints with outcomes requiring no further action resulted in an explanation or apology provided and enhanced communication.

The number of complaints unable to be resolved was 2%, compared to 2.4% in 2021–22.

Publication information

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Contact us

For further information on the DJAG's complaints management practices, please contact:

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