

Department of Justice and Attorney-General

2014-15 Client Complaints Annual Report



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Feedback is important to us

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

Given the many services the Department of Justice and Attorney-General (DJAG) 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.

Recent improvements to our complaints management system

During 2014-15 we completed a major review of our client complaints management system to improve the way we collect feedback and provide services to our clients in the future.

Improvements were guided by a review of our complaints management system to align with external reports by the Queensland Ombudsman, the Office of the Information Commissioner and the Queensland Child Protection Commission of Inquiry's report, *Taking Responsibility: A Roadmap for Queensland Child Protection*.

The review examined:

- DJAG's complaints management system policies and procedures
- external visibility and accessibility
- internal communication and training
- local practices for complaints resolution
- internal reporting
- monitoring effectiveness, and
- external reporting.

The improvements included:

- updated complaint management policy and procedures documents
- more resources and tools available to complaint managers
- improved client accessibility, visibility and lodgment of complaints, through redesigned webpages
- updated training for staff, and
- streamlined processes for receiving and handling complaints.

We will continue to make improvements to our complaints reporting in the future, including reporting on complaint trends over time.

Complaints statistics for 2014-15

Complaints received during 2014-15

During 2014-15, a total of 1,321 client complaints were received.

Two divisions received 80.9% of all complaints:

- Queensland Corrective Services – 655 complaints received (49.6%), and
- Justice Services – 414 complaints received (31.3%).

DJAG division	Number of complaints received
Justice Services	414
Youth Justice	78
Queensland Corrective Services	655
Liquor, Gaming and Fair Trading	100
Strategic Policy and Legal Services	1
Office of Fair and Safe Work Queensland	59
Office of the Director of Public Prosecutions	12
Crown Law	0
Corporate Services	2
TOTAL	1,321

Service improvements in response to complaints

Nine significant business process improvements were made in response to complaints.

DJAG division	Improvements made
Justice Services	<ol style="list-style-type: none"> 1. Victim Assist Queensland's Client Support Program was reviewed and a recommendation to increase upfront support for clients was implemented to address time delays and improve communication pathways. 2. The Justices of the Peace Branch issued Technical Bulletin: 01/15 <i>Anti-Discrimination and the Role of Justices of the Peace and Commissioners for Declarations</i> to all Justices of the Peace and Commissioners for Declarations reminding them of their responsibilities under the <i>Anti-Discrimination Act 1991</i>. 3. To manage complaints received from children, and to make the complaints process easier for children, the Office of the Public Guardian (OPG) developed a new child friendly complaints policy and procedure. Complaints made by adults and children in out-of-home care are now recorded in the Resolve CRM system, which delivers a more accurate, measurable, process-driven complaints management system for the whole of the OPG and ensures that all complaints are now recorded and resolved. All OPG hub managers and legal advocates within the child visiting program have been trained in the OPG complaint management process. 4. The Queensland Civil and Administrative Tribunal (QCAT) used complaints and feedback to inform its Communication Strategy 2015-17. Emerging service delivery issues are identified using gap analysis, and issues are prioritised and responded to through methods such as increased education, client engagement and improved online access to information.

Youth Justice	<p>5. All young people are informed of the complaints management process on entering detention and all youth detention staff are trained to assist young people to make a complaint. Youth detention centres also have dedicated complaints managers to ensure matters are dealt with efficiently and effectively and young people are provided regular updates regarding the status of their complaint.</p> <p>6. A complaints record keeping system, specific to the detention centre environment, was incorporated into the Youth Justice Detention Centre Operational Information System (DCOIS). This process improvement unified several processes, improved transparency and simplified complaint tracking.</p>
Liquor, Gaming and Fair Trading	<p>7. In response to the investigation of one complaint, a written policy called 'Investigation of Incidents – Communication Protocol' was developed to guide investigations staff about when and how to request information from a licensee during an investigation. This policy explains to staff about when to invoke powers under the <i>Liquor Act 1992</i> to obtain information, and when to use a more informal approach. It is expected this policy will inform and provide guidance to staff about how to seek information from industry for a liquor or gaming investigation. The policy has been rolled out to specialist investigation staff and is presently being incorporated into the Office of Liquor and Gaming Regulation's compliance manual for application by compliance officers Statewide.</p>
Office of Fair and Safe Work Queensland	<p>8. An amendment was made to the Electrical Regulatory Authority Council (ERAC) website to provide clarity to customers that the Electrical Equipment Safety System (EESS) had been adopted in Queensland and will be progressively implemented in some other states.</p> <p>9. Following the establishment of a single complaint management register in September 2014, complaint distribution management, regional notification and client acknowledgment timeframes have reduced significantly. The register is maintained by the Inspectorate Governance Unit.</p>

Complaints made by children and young people

Children and young people made a total of 65 complaints for the period 1 February to 30 June 2015. We started collecting this information on 1 February 2015, which means a full year's worth of data is not yet available.

1 February – 31 March 2015 period

DJAG division	Number of complaints received from children and young people	Average age of children and young people who have made complaints
Justice Services	0	n/a
Youth Justice	44	15-16
Queensland Corrective Services	0	n/a
Liquor, Gaming and Fair Trading	0	n/a
Strategic Policy and Legal Services	0	n/a
Office of Fair and Safe Work Queensland	0	n/a
Office of the Director of Public Prosecutions	0	n/a
Crown Law	0	n/a
Corporate Services	0	n/a

1 April – 30 June 2015 period

DJAG division	Number of complaints received from children and young people	Average age of children and young people who have made complaints
Justice Services	1	17
Youth Justice	20	15
Queensland Corrective Services	0	n/a
Liquor, Gaming and Fair Trading	0	n/a
Strategic Policy and Legal Services	0	n/a
Office of Fair and Safe Work Queensland	0	n/a
Office of the Director of Public Prosecutions	0	n/a
Crown Law	0	n/a
Corporate Services	0	n/a

Types of complaints received

The most common complaints received in the period were for:

- policy/procedure – 501 (37.7%), and
- service delivery – 314 (23.6%).

Type of complaint	Number
Administrative decision	97
Policy / procedure	501
Privacy	11
Service delivery	314
Staff conduct	199
Other	207
TOTAL	1,329¹

Outcomes of complaints

As at 30 June 2015, 967 (72.6%) complaints were resolved, partly resolved, withdrawn or rejected. A further 196 (14.7%) complaints were categorised as 'unknown', which includes anonymous complaints, complaints where a complainant has not responded to the department, and where a complainant cannot be contacted.

As at 30 June 2015, 169 (12.7%) complaints were unresolved, which includes complaints that are still under investigation and complaints where the department has requested more information from complainants and hasn't received a response².

Outcome of complaint	Number
Resolved	590
Unresolved ²	169
Partly resolved	88
Withdrawn by complainant	134
Rejected	155
Unknown ³	196
TOTAL	1,332⁴

For more information about our client complaint management system, please see the compliments and complaints page at <http://www.justice.qld.gov.au/corporate/contact-us/compliments-and-complaints>.

Notes

1. The total number of complaints by type does not match the total number of complaints received because more than one issue, and respective outcome, was allocated to some complaints received by Queensland Corrective Services.
2. Unresolved complaints include complaints that are still under investigation and complaints where DJAG has requested more information from complainants and hasn't received a response. To improve management and future reporting of unresolved complaints, improvements will be made to the DJAG client complaint register so that complaints still under investigation are captured separately to complaints that are unresolved due to other reasons.
3. An unknown complaint outcome includes anonymous complaints, complaints where a complainant has not responded to DJAG, and where a complainant cannot be contacted.
4. The total number of complaint outcomes does not match the total number of complaints received because some outcomes relate to complaints that were received in previous reporting periods, and more than one issue and respective outcome was allocated to some complaints received by Queensland Corrective Services.