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CLIENT COMPLAINTS
ANNUAL REPORT
2019–20



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Publication information

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The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on 13 QGOV (13 7468) and we will arrange an interpreter to effectively communicate the report to you.

Complaints information

All of our client complaints management information can be located on the Department of Justice and Attorney-General (DJAG) 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, including:

- DJAG's *Client complaint management policy* and complaint management procedures, outlining how we manage complaints and the timeframes for us to respond to a complaint
- information on how to lodge a complaint online or by using the complaints form
- information on how to lodge a human rights complaint using the complaints process
- child-friendly information sheets and complaint forms, and
- information and contacts for matters out of the scope of the DJAG *Client complaint management policy*, ensuring a client has another avenue to raise their concerns.

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 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 2019–20, DJAG received one online complaint satisfaction survey response. The response identified where DJAG could improve how we communicate our complaints management process to our clients, and the timeliness of complaint resolution.

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 this report and in the *DJAG 2019–20 Annual Report*.

Complaints statistics for 2019–20

Under section 219A (3) *Public Service Act 2008*, DJAG reports on client complaints received during the financial year. This report must include as a minimum:

- 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 MANAGEMENT SUMMARY

Total complaints received by DJAG in 2019–20	764
Total complaints received in 2019–20 with further action taken by DJAG	49
Total complaints received in 2019–20 with no further action taken by DJAG¹	643

COMPLAINTS RECEIVED

During 2019–20, a total of 764 client complaints were received in DJAG:

Division	Number of Complaints	% of Complaints²
Justice Services (JS)	572	74.87%
Liquor Gaming and Fair Trading (LGFT)	104	13.61%
Office of the Director of Public Prosecutions (ODPP)	9	1.18%
Office of the Public Guardian (OPG)	65	8.51%
Strategic Policy and Legal Services (SPLS)	4	0.52%
Office of the Director of Child Protection Litigation (ODCPL)	8	1.05%
Office of the Director-General (ODG)	0	0%
Corporate Services (CS)	1	0.13%
Crown Law (CL)	1	0.13%
TOTAL	764	100%

¹ The number of complaints received in 2019-20 that remain in progress will be resolved in 2020-21. Therefore, the number of complaints received will not equal the total of complaints with no further action and complaints with further action.

² Percentages have been rounded to two decimal places.

COMPLAINTS BY CHILDREN AND YOUNG PEOPLE

During 2019-20, DJAG received five complaints from a child or young person that fall within the scope of the *DJAG Client Complaint Management policy*. DJAG takes complaints from children and young people seriously and has a child friendly complaint form available on the website to support children and young people to make complaints.

Office of the Public Guardian – complaints by children and young people

The Office of the Public Guardian (OPG) received three complaints from children and young people about its operations or staff over the 2019-20 reporting period.

The OPG Community Visitor Program (CVP) aims to ensure children and young people in foster care, kinship care or residential care are safe and well and are being properly cared for. The CVP has a number of options available where concerns about the quality of care or the welfare of the child are identified, which include raising issues and complaints on behalf of the child with service providers or agencies.

Complaints raised in this manner are not within the scope of the DJAG Client complaint Management policy. For more information about this, please see the OPG's Annual Report which is available at www.publicguardian.qld.gov.au.

TYPES OF COMPLAINTS

Types of client complaints received by DJAG by number and percentage

Based on the DJAG client complaints framework, there may be more than one complaint category breakdown for each complaint, therefore the number of complaint categories recorded for 2019–20 is greater than the total number of complaints received.

Client complaint Category	Number of complaints	% of Complaints ³
Service delivery	351	41.69%
Policy/ procedure	143	16.98%
Administrative decision	166	19.71%
Staff conduct	154	18.29%
Privacy	23	2.73%
Young person conduct	5	0.59%
TOTAL	842	100%

³ Percentages have been rounded to two decimal places.

COMPLAINT OUTCOMES

The outcomes of complaints received by DJAG are used to improve the way we provide services to the community. DJAG takes a business as usual approach to continuously improving services and solutions based on issues raised through the complaints management framework. The table below details the actions taken as a result of complaints received in 2019–20. Included in the total are outcomes from any complaints that were in progress at the end of 2018–19 that were carried over and finalised during 2019–20.

Outcomes of client complaints	Total
Reviewed decision - upheld	42
Reviewed decision - amended	7
Review policy/procedure	7
Disciplinary action	2
Service improvement	22
Staff training	14
Compensation	1
Conciliation/Mediation	2
Further action taken by DJAG	97
Apology	90
Explanation	494
Frivolous	7
Referred	20
Withdrawn	4
Rejected	49
Unable to be resolved	17
No further action taken by DJAG⁴	681
TOTAL⁵	778

⁴ Complaint outcomes defined as having *no further action* taken is identified after the complaint investigation process is complete.

⁵ Based on the DJAG client complaints framework, there may be more than one complaint outcome for each complaint. The total number of complaint outcomes will be equal to or greater than the total number of complaints finalised.

HUMAN RIGHTS CLIENT COMPLAINTS RECEIVED IN 2019–20

In 2019–20, the number of Client complaints that were identified as having a Human rights element were statistically recorded separately to meet the *Human Rights Act 2019* reporting requirements.

Reporting against Client complaints with a Human right element commenced on 1 January 2020.

Number of human rights client complaints received		Finalised with further action ⁶	Finalised with no further action ⁶
TOTAL	28	6	12

⁶ A finalised Client complaint with a Human Rights element can result in one or more complaint outcomes. Therefore, the total of the Further Actions and No Further Actions can be equal to or greater than the number of complaints finalised.