

CLIENT COMPLAINTS ANNUAL REPORT 2023–2024

Department of Justice
and Attorney-General



Complaints information

The Department of Justice and Attorney-General (DJAG)'s client complaints management information can be located on our 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

All feedback, including compliments and complaints, is an important tool for business and staff development.

Given the many services our 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 or is disappointed by what could or couldn't be done for them, we want people to be able to tell us, and to be able to do so easily.

DJAG also provides an online satisfaction survey where complainants can offer feedback on the way their complaint was handled.

Definition of customer complaint

Section 264(4) of the *Public Sector Act 2022* states that a customer complaint is a complaint about the 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.

Human rights complaints received by DJAG are included in the *DJAG 2023–24 Annual Report* available at:

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

Customer complaints statistics for 2023–24

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 2023–24, a total of 1,067 client complaints were received in DJAG.

Complaints management summary

Total complaints received by DJAG in 2023–24	1,067
Total complaints finalised by DJAG in 2023–24¹	1,171
Complaints finalised with further action taken by DJAG	78
Complaints finalised with no further action taken by DJAG	1,093

1. The number of complaints finalised in 2023–24 includes complaints received prior to 2023–24.

Complaints finalised with further action taken by DJAG

Of the total outcomes where a complaint required further action, the majority fell within the areas of service improvement (31%), staff training (27%), decision upheld (26%) or review of a policy or procedures (12%). There were a low number of outcomes requiring conciliation/mediation (2%) or amendment of a decision (2%), and there were zero complaints that required disciplinary action or compensation.

Complaints finalised with no further action taken by DJAG

Of the total outcomes where a complaint required no further action, the majority were resolved through an explanation (77%) or apology (11%). The remainder were a combination of other outcomes (referred, withdrawn, rejected, complainant uncontactable or insufficient information provided).

Publication information

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Contact us

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

Department of Justice and Attorney-General

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