

CUSTOMER COMPLAINTS

Report FY 2019 – 2020

D21/16483

Queensland
Family & Child
Commission

Official complaints report

Section 219A(3) of the *Public Service Act 2008* (Qld) requires that the Queensland Family and Child Commission (QFCC) publish a report of customer complaint information on its website. This must contain at a minimum:

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

A ‘**customer complaint**’ is defined by s 219A(4) as ‘a complaint about the service or action of a department, or its staff, by a person who is apparently directly affected by the service or action.’

Complaints about the QFCC or a QFCC employee received in financial year 2019 – 2020

Total complaints received	Nil
Resulting in further action	Nil
Resulting in no further action	Nil

Complaints not within QFCC jurisdiction

The QFCC receives complaints from members of the public which do not fall within the definition in s 219A(4) as they relate to matters outside the QFCC’s jurisdiction. Complaints of this type are received via email and telephone. The statistics below only represent out of jurisdiction complaints received via email, which have been recorded throughout the year.

Out of jurisdiction complaints received via telephone are handled immediately by a QFCC officer who directs the complainant to the correct department or agency based on the nature of the complaint. The QFCC introduced a system for recording out of jurisdiction complaints received via telephone on 12 June 2019. From 01 July 2019 to 30 June 2020, 243 telephone complaints were received and redirected to the relevant department.

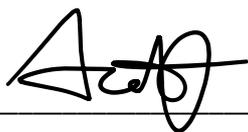
Out of jurisdiction complaints received via email are handled by way of response email, which advises that the concerns are outside QFCC jurisdiction. The complainant is directed towards the appropriate avenue to make their complaint. In certain circumstances the content of the complaint will warrant the QFCC referring the matter to the relevant department or agency, or a response will not be deemed necessary.

Out of jurisdiction complaints received via email in financial year 2019 – 2020

Complaint subject	Complaints received and responded to	Referred to other department/agency	Received but no response necessary
Wellbeing of children	27	3	0
Child Safety Services or employee	8	0	0
Courts/justice generally	5	0	0
Family law/Family courts	4	0	0
Foster/kinship care		0	0
Multiple	0	0	0
Other	6	0	0
Total	50	3	0

Approval

Prepared



Andrew Loft
Records Officer
Queensland Family & Child Commission
on 21 / 10 / 2021

Approved



Cheryl Vardon
Principal Commissioner
Queensland Family & Child Commission
on 22/12 / 2021