

D24/2169

Customer Complaints Report

2022-23 Financial Year



Queensland
Family & Child
Commission



Queensland
Government

Official complaints report 22-23FY

Section 264(3) of the *Public Sector Act 2022* 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 s264(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 2022-23FY

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 264(4) as they relate to matters outside the QFCC's jurisdiction. Complaints of this type are typically 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. From 01 July 2022 to 30 June 2023, 38 telephone complaints were received.

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. From 01 July 2022 to 30 June 2023, 4 complaints were made via email.

Out of jurisdiction complaints received via email in 2022-23FY

Complaint subject	Complaints received and responded to	Referred to other department / agency	Received but no response necessary
Child Safety Services or employee	34	30 ⁱ	0
Wellbeing of children	6	4 ⁱⁱ	0
Foster/kinship care	1	1	0
Blue card	1	1	0
Total	42	36	0

ⁱ There were three instances where follow-up referrals, if any, were not recorded. There was one instance where the complainant had already contacted all relevant agencies/departments and no further avenues were available.

ⁱⁱ There was one instance where information was provided and the complainant was invited to get in touch again for further assistance, including referral details, if required. There was one instance whereby the complainant contacted the QFCC via phone and was invited to put their concerns in writing (via email). This complainant did not pursue the complaint further.