

Customer complaints management framework

Purpose [Section 264\(1\)](#) of the *Public Sector Act 2022* requires public sector entities (agencies) to establish and implement a complaint management system (CMS). A CMS can be understood as the framework for holding policies, procedures, practices, systems, staff and resources an agency uses to inform a consistent approach for managing complaints.

The Commission has developed its *Customer Complaints Management Framework* to bring together policies, systems and processes for our CMS, and to reflect our commitment to high standards of customer service.

Policy statement The Queensland Family and Child Commission is committed to providing excellent service to our stakeholders and the Queensland community. Feedback is encouraged as it provides an opportunity to learn and improve service delivery. This helps ensure continued development and delivery of customer-focussed, high-quality services. Complaints raised to the Commission will be:

- managed in a timely, people-focused and proactive manner
- accessible and culturally responsible.

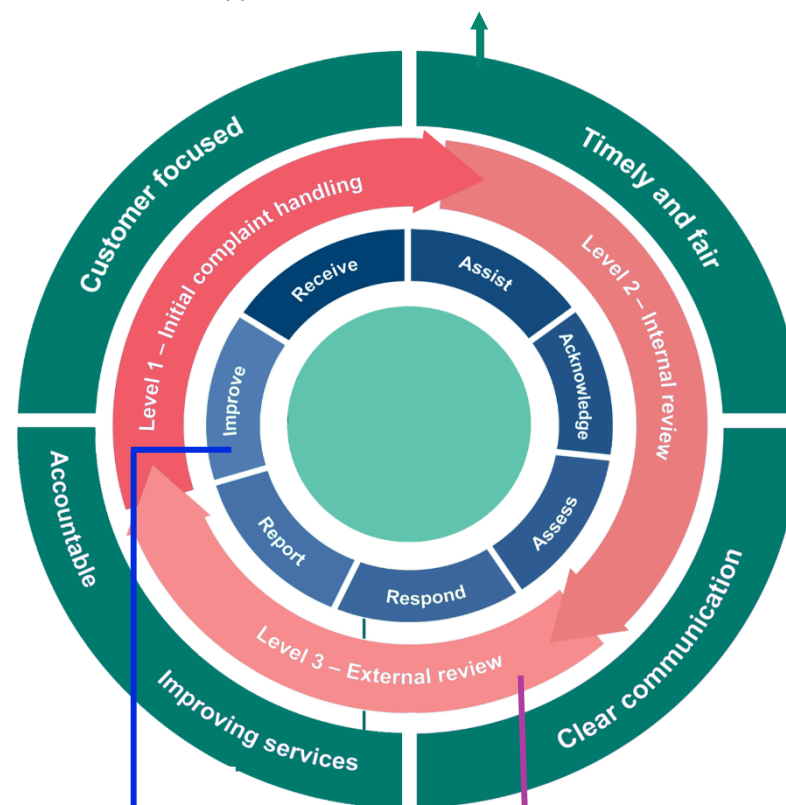
We make information about how to raise a customer complaints and the processes we use to assess and deal with complaints readily available.

Timely process We will acknowledge receipt of a concern within 3 business days and provide a response within 30 business days from the date the complaint was received.

How to use the Framework This Framework is supported by the QFCC's *Customer Complaints Management Policy* which provides more detail on requirements for receiving and managing complaints, and other policies that provide guidance on obligations for specific types of matters (e.g corrupt conduct). These resources and procedures also outline key responsibilities relating to record keeping, training and managing unreasonable customer conduct.

Guiding principles

Five overarching principles to inform the approach drawn from national standards.



Complaint lifecycle

Seven stages of the management lifecycle though stages are not necessarily linear.

Three level model

Tiered triage and handling approach to provide customers with options over the lifecycle.