

2026

Customer complaints management policy



QUEENSLAND
Family & Child
Commission



Customer complaints management policy

Section 264(1) of the *Public Sector Act 2022* (the PSA) requires public sector entities (agencies) to establish and implement a Complaints Management System (CMS). The Commission's CMS is described in the *Queensland Family and Child Commission Customer Complaints Management Framework* and is consistent with the *Queensland Public Service Customer Complaints Management Framework*.

This policy outlines the Commission's approach to managing customer complaints under the *Public Sector Act 2022*, establishes the methods by which customers of the Commission can raise their complaints, and how the Commission manages customer complaints once received.

This policy is intended to provide guidance to customers who wish to make a complaint about the Commission, and for Commission staff receiving and handling customer complaints.

1. Authority

This policy supports the Commission's CMS by:

- Prescribing the Commission's responsibility for managing the receipt, processing and outcome of a customer complaint.
- Making information about raising customer complaints and how they will be managed easily accessible to the public and all employees, including on the Commission's website and staff intranet.
- Complying with any Australian Standards about the handling of customer complaints.
- Outlining obligations for giving notice of the outcome of a complaint raised to the customer where possible.

Scope

1.1.1 What is a customer complaint?

A customer complaint may be raised as an implied or direct statement of dissatisfaction about a service or action by the Commission or its staff, where a response is sought and reasonably expected. This policy applies to customer complaints received by the Commission which fall within the definition of 'customer complaint' in s.264 of the PSA.

1.1.2 Application

This policy applies to:

- All employees of the Commission including temporary and contract staff.
- Any other persons engaged by the Commission such as consultants, members of selection committees and advisory councils.

1.1.3 Out of scope

The Commission **does not** have the power to investigate the specific circumstances of individual children and families. Such investigations, including reports that a child or young person has been, or is at risk of, significant harm, is the responsibility of the Department of Child Safety, Seniors and Disability Services.

Customer complaints made in relation to breaches of the confidentiality provisions of the *Family and Child Commission Act 2014* (FCC Act) are not considered customer complaints for the purposes of this policy and will be managed under the Commission's Privacy Policy.

Customer complaints made more than 12 months after the act or omission being complained about will not be investigated as this would be unreasonable for the Commission and unfair to the officer/s being complained about.

Other circumstances where this policy does not apply include but are not limited to:

Type of complaint	Procedure for managing complaint	
Outside Commission responsibility	Customer complaints made to the Commission about another agency, a chief executive of another agency, matters outside of the Commission's jurisdiction or a matter which falls under the responsibility of another agency, third-party agent or service provider	The customer will be referred to the relevant agency or service provider for direct investigation and/or response to the customer and the customer advised of this action. Customer information will not be shared without their consent, unless legislative obligations or other appropriate reasons consistent with the Privacy Principles of the <i>Information Privacy Act 2009</i> apply.
Worker screening	Customer complaints relating to blue cards and the related legislation (<i>Working with Children (Risk Management and Screening) Act 2000</i> (Qld))	Customer complaints of this nature will be referred to Queensland Worker Screening Services (Blue Card).
Internal	Complaints made by Commission employees about another Commission employee	Referred to and handled by the Manager, People & Capability
Right to Information (RTI) or Information Privacy (IP)	Customer complaints relating to the refusal of RTI or IP applications	May be the subject of an internal review application, or an external review application to the Department of Justice or the Office of the Information Commissioner.
Public interest disclosure (PID)	Matters assessed as meeting the requirements for a PID	Handled and managed under the QFCC <i>Management of Public Interest Disclosures Policy</i>
Customer complaints about the Principal Commissioner	Matters pertaining to the conduct of the Principal Commissioner	Handled and managed under the QFCC <i>Customer complaints Involving the conduct of the Principal Commissioner Policy</i>

2. Policy statement and objectives

The Commission is committed to receiving all types of feedback, including stakeholder and customer complaints. We recognise that effective complaint management is essential to informing the delivery and continuous improvement of Commission products and services. Our *Customer Complaint Management Framework* supports us to manage complaints raised in an accessible, transparent, timely and fair manner.

The objectives of this policy are to ensure:

- The process for raising complaints is clear and readily accessible for all people with all parties being treated courteously and with respect
- Customer complaints are managed in an equitable, transparent, accountable and responsive manner through the Commission's compliance with the relevant legislation, regulations, standards and practices.
- Customer complaints data is utilised to inform opportunities to improve the delivery of the Commission's products and services.

3. Principles

The principles of this policy are consistent with the *Queensland Public Service Customer Complaints Management Guideline*.

Principles	This means we...
People focused	• Recognise and respect a person's right to provide feedback or complain about the Commission's products and services, including those who wish to do so anonymously • Actively involve the customer in the management process as far as is practicable and appropriate • Ensure the customer is not adversely affected because of their complaint • Ensure the Commission's actions and decisions consider and are compatible with the human rights of all parties related to the complaint raised • Clearly communicate the outcome of investigating the complaint • Advise the customer of the available internal and external review options
Visible and accessible	• Provide clear information on our website about how and where to raise a complaint • Support anyone who requires assistance to raise their complaint • Accept customer complaints without charge • Acknowledge that a customer can request another person to represent them • Provide support as and when needed for individuals to raise complaints
Responsive	• Commit to address issues raised in a reasonable timeframe and attempt informal and early resolution where possible • Assess the complaint (including any human rights, child rights, cultural safety and other legislative considerations) to determine how the matter(s) should be dealt with and by whom • Acknowledge and respond to customer complaints in a timely manner • Manage customer expectations surround the process, timeframes, their likely involvement and any possible outcome

Principles	This means we...
Impartial and fair	• Manage each customer in an impartial, unbiased and equitable manner, in accordance with natural justice and without perceived or actual conflicts of interest • Treat customer complaints confidentially and manage personal information in accordance with the <i>Information Privacy Act 2009</i> • Treat people with respect and manage unreasonable and vexatious customer conduct • Commit to act compatibly with human rights and give proper consideration to human rights before making a decision
Employee empowerment	• Provide Commission employees with clear information on customer complaint handling • Encourage employee feedback to identify ways to improve customer complaint handling • Empower employees to resolve customer complaints effectively and efficiently • Ensure the work health and safety of employees handling customer complaints
Accountability and reporting	• Commit to responding and learning from customer complaints and customer experiences of our resolution processes • Publish the Commission's roles and responsibilities that relate to customer complaint management (the <i>Customer Complaints Management Framework</i>) • Manage documentation in accordance with the <i>Public Records Act 2003</i> • Internally record, monitor and analyse complaint trends to continuously improve and inform delivery of services • Meet annual reporting requirements such as s264 (3) of the <i>Public Sector Act 2022</i>

4. Policy

Customer complaints management is about resolving individual customer complaints and identifying opportunities to make systemic improvements. The community expects government organisations to be customer-focused and responsive to customer complaints.

4.1 How a complaint can be raised

There are several ways to raise a complaint. An individual (or an authorised representative) can:

Phone: 07 3900 6000

Online enquiries form visit our **Contact Us** page on our website

Email: governance@qfcc.qld.gov.au

Post:

Queensland Family and Child Commission
PO Box 15217
Brisbane City East Qld 4002

The Commission accepts anonymous customer complaints, however, may not be able to fully investigate or respond without a customer's contact information.

Customer complaints should be made within 12 months from when the grounds of the complaint arose. The person raising the complaint should provide all relevant information, including their expected outcomes.

4.2 Assistance to raise a complaint

In situations where a customer is unable to provide their complaint in one of the available options, the receiving Commission employee must create a record of the complaint.

In consultation with their line manager, the Commission employee considers what means are available to assist the customer to lodge their complaint. The feasibility of any proposed plans will need to be discussed with the customer prior to being initiated. Examples of how a Commission employee can assist a customer to lodge their complaint in writing include:

- Speaking to the customer and noting their complaints
- Reading back to the customer the issues and information that have been recorded
- Arranging to send the recorded information to the customer and asking the customer either to:
 - Read the complaint and sign it if they agree with the information recorded by the Commission employee; or
 - Ask the customer to have someone read the document to them, have the customer sign the document if they agree that the information is a true and correct reflection of the issues they are raising, and have the customer return the signed document back to the Commission.

The Commission will also meet the reasonable costs of services which assist people with hearing impairments or who may require an interpreter or translator service.

4.3 Initial complaint handling

4.3.1 Receipt and acknowledge

Customer complaints must be reported to the Commission's Transformation, Governance and Change (TGC) Team and recorded in a register, to enable monitoring of recurring issues or systemic issues that require action and to comply with legislated obligations for recording and reporting customer complaints received. Matters which are not considered customer complaints (such as feedback or enquiries and requests for information) should also be recorded, so that they can be monitored and opportunities for improvement identified.

At a minimum, the following information should be recorded for each complaint on receipt:

- contact information (where the complaint is anonymous, then 'Anonymous' can be recorded)
- issues raised
- outcome sought
- any other information required to respond to the complaint
- any support needed by the customer.

Although an anonymous customer complaint may not have contact information or receive a response, it should still be recorded as a complaint and captured as a record. Other documents relating to the complaint, such as human rights assessment forms, file notes, emails, supporting documents etc. should be recorded during each stage of the complaint process.

The Commission function relating the nature of the complaint will acknowledge receipt of in-scope customer complaints in writing within three business days of receiving the complaint. Unless resolved at the first point of contact, they will also provide information about the process and expected timeframes for the complaint's resolution.

4.3.2 Triage

Early and informal resolution is encouraged where appropriate. Examples may include clarification or advice or addressing a miscommunication.

If a complaint cannot be resolved at this stage, the Director of the business area receiving the complaint must forward the complaint to a coordinator/delegate appropriate to the Tier Level of complaint outlined below.

Note that depending on the type of complaint, alternative policies and procedures may apply to its handling and management to ensure all legislative obligations are complied with.

Tier 1 customer complaints and enquiries

Customer complaints or enquiries that require action by another agency or entity, and there is no primary action or responsibility for the Commission

These can be addressed by the receiving employee (such as redirecting the customer to the correct location for raising their complaint) or escalated to a manager for actioning. A record of the interaction and outcome should be made in the Commission's Customer Complaints Register.

Examples of Tier 1 customer complaints and enquiries could include:

- Requesting historical information that would more likely be held by another agency or department
- Complaints about other agencies' administrative or operational matters (such as delays or poor customer service) where the customer is seeking support to raise a complaint about the agency
- Seeking help with navigating the service system (such as help to access family support, legal services, support services, court processes).

Tier 2 customer complaints and enquiries

Customer complaints or enquiries that relate to matters, which raise more serious complaints and/or a potential systemic issue is identified which could require Commission action

These will require further consideration and other business program areas are likely to be involved. Tier 2 complaints should be escalated to the relevant Director. Examples could include:

- Complaints about inaction by the Commission which may have already been escalated to the relevant department, executives or ministers.
- Matters that relate to gaps or issues with the operation of the child protection system (including health, education, family support, policing and youth justice services) which impact multiple children, families and communities.
- Matters that relate to activities or projects that the Commission is leading
- Matters categorised as Tier 1 that are unable to be resolved may also be escalated to a Tier 2.
- Complaints about the service or action of the Commission or its staff, by a person who is apparently directly affected by the service or action, such as:
 - a decision made, or a failure to decide, by a Commission employee
 - an act or omission of the Commission
 - the formulation of a proposal or intention by the Commission
 - the making of a recommendation by the Commission
 - the customer service provided by a Commission employee
 - human rights
 - privacy
 - victims' rights
 - corrupt conduct
 - discrimination or sexual harassment
 - a public interest disclosure

Tier 3 customer complaints

Customer complaints or enquiries that are highly complex or sensitive, including matters which pose a reputational risk to the Commission if appropriate action is not taken

Complaints of this nature require the involvement of the relevant Executive Director, and may require a team response considering media, urgency, impact and safety.

Examples could include:

- matters which relate to the death of a child or young person due to the action or inaction of the Commission.
- matters categorised as Tier 2 that require escalation
- significant privacy breach or data/information breach

In some circumstances, there may be a need to refer a complaint to another agency or entity. At times, it may not be appropriate or suitable to seek consent prior. Under Section 36 (3)(a) and 36 (4) of the *Family and Child Commission Act 2014*, the Principal Commissioner may decide to refer issues of complaint (including confidential / personal information) to another agency if they are satisfied that the disclosure is necessary to prevent or minimise the risk of harm to anyone or to improve the performance of a function or service to prevent or minimise the risk of harm to anyone; and the public interest in preventing or minimising the risk of harm outweighs the need to protect the privacy of any living or dead person.

Approval from the Principal Commissioner must be sought in these circumstances and the customer should be notified (if safe to do so) if this course of action has been pursued.

4.3.3 Assess

The Commission's TGC Team will assess the complaint and determine if it includes elements requiring different statutory obligations and procedures to apply to its management.

To support the assessment, the employee handling the complaint may communicate with the customer to ensure accurate information is collected and gathered to inform any investigations and the development of outcomes to resolve the matter.

4.3.4 Respond

According to the Tiered level of complaint outlined above, the employee handling the complaint can investigate the allegations and facts of the matter. They may clarify the details of the complaint, analyse information from previous communications and identify actions already taken to resolve the issue.

4.3.5 Report

The employee handling the complaint will communicate the outcome to the customer within 30 business days of receiving the complaint. If the handler determines that this timeframe will likely not be met, they will proactively advise the customer of this at the earliest opportunity and advise the new expected timeframe.

In the written response, the handler will outline the steps taken, key findings and/or recommendations and provide information for seeking an internal or external review.

5. Considerations for specific types of customer complaints

5.1 Anonymous customer complaints

Customers should be encouraged to provide basic contact information to assist in the assessment and investigation of their complaint. While customers should not be prevented from making an anonymous complaint,

they should be made aware that the complaint may not be able to be fully investigated without the ability to contact for other information, and a response cannot be provided if contact information has not been provided.

5.2 Procurement complaints

Customer complaints regarding procurement must be handled in accordance with the *Queensland Procurement Policy 2023* and whole-of-government standards published by the Department of Energy and Public Works. Customer complaints about procurement should be referred to the Chief Operating Officer.

An acknowledgement must be provided to the customer in writing within **three business days**.

5.3 Human rights complaints

The Commission is required to act in accordance with the *Human Rights Act 2019* (HRA). This includes acting in a way which does not limit human rights or limits human rights only to the extent that is reasonable and can be demonstrably justified. If a person in Queensland believes that their human rights have been detrimentally impacted by the actions of the Commission or an employee, they may seek to correct this through raising a human rights complaint.

The mechanism to make a human rights complaint is provided by the HRA and includes both customer complaints made to the Commission directly and to the Human Rights Commissioner. Under the HRA, a human rights complaint is not required to be in a particular form.

Human rights complaints will be dealt with as Tier 2 customer complaints from commencement. The Commission aims to assess and resolve human rights complaints within 30 days as with other Tier 2 customer complaints (despite the timeframe provided by the HRA being 45 days).

An employee who receives a complaint which is explicitly related to human rights must refer it to the relevant program area and to the TGC team.

In cases where the complaint was not initially assessed as related to human rights, but this becomes apparent through further contact with the customer, the complaint should be immediately escalated to Tier 2.

If the customer is not satisfied with the response they receive from the Commission, they may make their complaint to the Human Rights Commissioner. The HRA contains extensive information on how such customer complaints are to be dealt with.

5.4 Privacy complaints

The Commission has an obligation to manage people's personal information in accordance with the *Information Privacy Act 2009* (IP Act). A *privacy complaint* is:

- about an act or practice of the Commission, and
- involves a person's own personal information

An employee receiving a privacy complaint must refer the call or send a copy of the record of complaint or correspondence relating to the complaint to the Chief Operating Officer immediately.

Privacy complaints will be handled and investigated according to the Commission's *Privacy Policy*, *Data Breach Policy* and *Data Breach Procedure*.

5.5 Customer complaints involving the Principal Commissioner

The Commission has - as required under the *Crime and Corruption Act 2001* (CC Act) - a specific policy for the handling of customer complaints and allegations involving the Principal Commissioner.

5.6 Corrupt conduct complaints

Under the CC Act, where there is alleged serious or systemic issues raised, these will be dealt with by the Queensland Crime and Corruption Commission (CCC). Other customer complaints about corrupt conduct may be referred by the CCC to our Commission to deal with.

Employees must immediately refer any complaint received which may involve corrupt conduct to the Commission's CCC Liaison Officer.

The Chief Operating Officer is nominated under this policy to act as the CCC Liaison Officer.

6. Internal review

If a customer is dissatisfied with the outcome of their complaint, they can request an internal review within 20 business days of receiving the outcome.

A senior Commission employee (for example, an Executive Director or more senior than the original decision maker and who was not involved in the initial handling process) will review the decision-making process to determine if the outcome was lawful, reasonable, fair and correct.

The outcome of the internal review will be communicated to the customer within 20 business days of the Commission receiving the customer's request or proactively advise the customer if this timeframe will not be met. In this situation the reviewer will provide the customer with advice on progress and an amended timeframe for the response.

When a response to an internal review is provided, customers must also be advised about their external review rights.

7. External review

If a customer is dissatisfied with the outcome of the internal review, they can request an external review from entities such as the [Queensland Ombudsman](#), Office of the Information Commissioner, the Queensland Human Rights Commission, and [other organisations](#) depending on the type of complaint.

In addition to advising customers of their external review rights, the Commission will work with the relevant external bodies as needed to assist with their investigations.

8. Managing unreasonable customer conduct

Unreasonable customer conduct is any behaviour by a customer which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the people involved in the process. Examples include unreasonable:

- persistence
- demands
- lack of cooperation
- arguments
- behaviours, language
- threats
- knowingly making false allegations
- vexatious claims.

The Commission may decide to change, restrict or withdraw access to its products, services and/or employees in response to unreasonable customer conduct.

The decision to limit the customer's access to a government service will be made in accordance with natural justice and with proper consideration to human rights. The Commission adopts the *Queensland Ombudsman's resource for managing unreasonable customer conduct* when deciding to restrict a customer's access.

9. Delegations and other role responsibilities

Role	Responsibilities
Principal Commissioner	Annual reporting of complaint data per s264 of the <i>Public Sector Act 2022</i>, by publication on the Commission's website before 30 September for the financial year: • The number of customer complaints received in the year • The number of customer complaints that resulted in further action • The number of customer complaints resulting in no further action And details of customer complaints that are human rights customer complaints under the <i>Human Rights Act 2019</i>, section 97: • The number of customer complaints received • The outcome of the customer complaints
Chief Operating Officer	Delegated to receive, handle and report on customer complaints involving corrupt conduct as the Commissions CCC Liaison Officer: • notify the CCC of a complaint which the CCC Liaison Officer reasonably suspects involves, or may involve, corrupt conduct. • deal with complaints referred by the CCC, in the way the CCC Liaison Officer considers most appropriate, subject to directions given by the CCC. To deal with a complaint involving corruption, is defined under the CC Act to include: – investigate the complaint, information or matter – gather evidence for prosecutions for offences or disciplinary proceedings – refer the complaint, information or matter to an appropriate authority to start a prosecution or disciplinary proceeding – start a disciplinary proceeding – take other action, including managerial action, to address the complaint in an appropriate way. • report to the CCC about investigations involving corrupt conduct in the way and at the times the CCC directs. Delegated to receive, handle and report on complaints involving the Principal Commissioner Tier 3 complaint handling Undertake internal reviews of complaint handling when required
Executive Directors	Delegated to receive, handle and report customer complaints related to Procurement Undertake internal reviews of complaint handling when required

Role	Responsibilities
	Tier 2 and Tier 3 complaint handling
Directors	Provide oversight to employees when they resolve customer complaints at the first point of contact or refer to another handler Undertake internal reviews of complaint handling when required Tier 2 level complaint handling
Managers	Tier 1 level complaint handling Provide oversight to employees when they resolve customer complaints at the first point of contact or refer to another handler
All staff	All employees in a position to receive a complaint and are required to: • read and understand the <i>Customer Complaint Management Policy</i> (this policy) • either resolve customer complaints received at the first point of contact or refer them to the relevant business area with consultation with the employee's Director or Manager • keep records relating to customer complaints, including emailing details and outcome(s) to the Governance and Risk Team for registering • treat customer complaints according to the <i>Information Privacy Act 2009</i>.

10. Policy development considerations

Consideration of Human and Child Rights

The Commission's *Customer Complaints Management Framework* includes considerations of human and child rights in the receiving and handling of customer complaints.

Consideration of the Child Safe Standards and Universal Principle

The Commission's *Customer Complaints Management Framework* includes considerations of the Child Safe Standards and Universal Principle in the receiving and handling of customer complaints.

Consideration of Reframing the Relationship commitments

The Commission's *Customer Complaints Management Framework* includes considerations of Reframing the Relationship commitments in the receiving and handling of customer complaints.

Consideration of risk management

The Commission's *Risk Management Framework* includes considerations related to employee conduct, harm to others and the Commission and reputation to the State.

Consideration of privacy

This policy includes information for the receipt and handling of privacy complaints.

11. Supporting documents

Authority	Name
Legislation, Standards, Frameworks	• <i>Public Sector Act 2022</i> • <i>Public Records Act 2023</i> • <i>Queensland Public Service Customer Complaint Management Framework, Public Sector Commission (2023)</i> • <i>Information Privacy Act 2009</i> • <i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i> • <i>Human Rights Act 2019</i> • <i>Anti-Discrimination Act 1991</i> • <i>Crime and Corruption Act 2001</i> • <i>Public Interest Disclosure Act 2010</i> • <i>Queensland Procurement Policy 2023</i> • <i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i> • <i>Child Safe Organisations Act 2024</i> • <i>Queensland Public Service Customer Complaint Management Framework</i> • <i>Queensland Public Sector Complaint Management Guideline</i> • <i>QFCC Customer complaints Management Framework</i>
Policies and Procedures	<i>QFCC Complaints involving the conduct of the Principal Commissioner Policy</i> <i>QFCC Managing Public Interest Disclosures Policy</i>
Forms, templates and other supporting documents	Acknowledgement correspondence template <i>QFCC Customer Complaints Management System On-a-page</i> <u>Queensland Ombudsman Resource for Managing Unreasonable Complaint Conduct</u>

12. Definitions

Term	Definition
Complaint	A complaint about the service or action of a public sector entity, or its employees, by a person who is apparently directly affected by the service or action. Examples: • about a decision made, or failure to decide, by an employee • about an act, or failure to act, of the Commission • about the formulation of a proposal or intention of the Commission • about the making of a recommendation by the Commission • about the customer service provided by a Commission employee
Customer	A person or their representative, or a representative of an organisation (including clients, consumers, service users, and stakeholders) making a complaint.
Complaint Management System	All aspects of the policies, procedures, practices, employees, hardware and software used by the Commission for the management of customer complaints
Further action	Further action means where, upon finalising a customer complaint, the Commission needs to take further action to resolve the complaint or deal with the complaints raised which then results in a systemic or direct benefit.
No further action	No further action means where, upon finalising a complaint, the Commission does not need to take further action to resolve the issues raised in the complaint. This includes customer complaints that undergo an internal review process that uphold and affirm the original outcome as well as customer complaints that are resolved when the Commission issues an apology or explanation to the customer.
Commission employee	Any Commission employee whether permanent, temporary, full-time, part-time or casual, and any volunteer, student, contractor, consultant or anyone who works in any other capacity for the Commission.
Unreasonable customer conduct	Any behaviour by a customer which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for Commission employees or any other person involved in the complaint process.
Vexatious	A complaint or complaint that is groundless, and made with the intent to cause distress, detriment or harassment to the person or organisation it targets.

13. Document control

Document type	Policy	
Responsible Officer	Chief Operating Officer	
Content Manager references	PDF version:	D26/5119
	Word version:	D26/7723
	Record of approval:	TF26/534
Information security classification	Official Public	
Document review	This policy will be reviewed every two years or when the Australian Standard and/or the <i>Queensland Public Service Customer Complaint Management Guideline</i> are updated.	

13.1 Version control

Version	Date	Description of revisions	Author
1.0	July 2014	Initial version	Manager Business Coordination
1.5	31/5/2019	Revisions to adopt legislative and organisational changes	Angus Aire
2.0	30/6/2021	Annual review and changes to WOG policy	Karen Faux
3.0	Feb 2024	Following publication of the <i>Queensland Public Service Complaint Management Framework</i>	Senior Advisor, Government Relations & Performance
4.0	May 2026	New Commission branded template	Manager Transformation, Governance and Change
		Updated to align with the <i>Public Sector Act 2022</i> , the <i>Crime and Corruption Act 2001</i> , the <i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i> and the <i>Queensland Public Sector Complaint Management Guide</i> requirements of an agency's complaints management policy	
		Changes in response to implementation of the <i>Child Safe Organisations Act 2024</i> and the Reportable Conduct Scheme	

11. Approval

This policy is subject to the approval by the Principal Commissioner as the accountable officer.

Luke Twyford

Principal Commissioner/CEO

Queensland Family and Child Commission

31 August 2026