

# CUSTOMER COMPLAINTS

## Report FY 2020 – 2021

D21/16485

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 2020 – 2021

|                                |     |
|--------------------------------|-----|
| 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 2020 to 30 June 2021, 382 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.

Inquiries should be directed to:  
Queensland Family and Child Commission  
[legal\\_and\\_governance@qfcc.qld.gov.au](mailto:legal_and_governance@qfcc.qld.gov.au) or PO Box 15217, Brisbane City East Qld, 4002

[qfcc.qld.gov.au](http://qfcc.qld.gov.au) | [talkingfamilies.qld.gov.au](http://talkingfamilies.qld.gov.au)

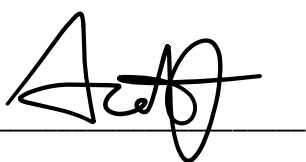


*Out of jurisdiction complaints received via email in financial year 2020 – 2021*

| Complaint subject                 | Complaints received and responded to | Referred to other department/agency | Received but no response necessary |
|-----------------------------------|--------------------------------------|-------------------------------------|------------------------------------|
| Wellbeing of children             | 7                                    | 0                                   | 0                                  |
| Child Safety Services or employee | 20                                   | 0                                   | 0                                  |
| Courts/justice generally          | 1                                    | 0                                   | 0                                  |
| Family law/Family courts          | 1                                    | 0                                   | 0                                  |
| Foster/kinship care               | 2                                    | 0                                   | 0                                  |
| Multiple                          | 0                                    | 0                                   | 0                                  |
| Other                             | 7                                    | 0                                   | 0                                  |
| <b>Total</b>                      | <b>38</b>                            | <b>0</b>                            | <b>0</b>                           |

*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