

D24/2167

# Customer Complaints Report

2021-22 Financial Year



Queensland  
Family & Child  
Commission



## Official complaints report 21-22FY

Section 219A of the *Public Sector Act 2008* 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 s219A 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 2021-22FY

|                                |     |
|--------------------------------|-----|
| 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 typically received via email and telephone. The statistics below only represent out-of-jurisdiction complaints which have been recorded throughout the year.

Out-of-jurisdiction complaints are generally handled using the same mode by which the initial complaint was made. Telephone complaints are handled immediately by a QFCC officer who directs the complainant to the correct department or agency based on the nature of the complaint. Out-of-jurisdiction complaints received via email are handled by way of response email, which advises that the concerns are outside QFCC jurisdiction and provides direction 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 2021 to 30 June 2022, 84 telephone and email complaints were received.

## Out of jurisdiction complaints received via email in 2021-22FY

| Complaint subject                 | Complaints received and responded to | Referred to other department / agency | Received but no response necessary |
|-----------------------------------|--------------------------------------|---------------------------------------|------------------------------------|
| Child Safety Services or employee | 71                                   | 71                                    | 0                                  |
| Wellbeing of children             | 6                                    | 6                                     | 0                                  |
| Community visitors                | 6                                    | 6                                     | 0                                  |
| Multiple                          | 1                                    | 1                                     | 0                                  |
| <b>Total</b>                      | <b>84</b>                            | <b>84</b>                             | <b>0</b>                           |