

D24/11486

Customer Complaints Report

2023-24 Financial Year



Queensland
Family & Child
Commission



Queensland
Government

Official complaints report 2023–2024 financial year

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 2023–2024 financial year

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 1 July 2023 to 30 June 2024, 18 telephone complaints were received, and one was made by website submission.

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 1 July 2023 to 30 June 2024, 43 complaints were made via email.

Out of jurisdiction complaints received via email in 2023–2024 Financial Year

Complaint subject	Complaints received	Referred to other department / agency	Received but no response necessary
Child Safety services or employee	11	9	2 ⁱ
Youth justice and detention	6	0	6 ⁱⁱ
Wellbeing of children	5	5	0
Out-of-home care	2	2	0
Blue card	16		16 ⁱⁱⁱ
Other	3	2	1
Total	43	18	25

ⁱ Responses were not required for these emails as the QFCC was CC'd into direct correspondence between member of the public and Child Safety.

ⁱⁱ These email correspondences are between Office of the Public Guardian and several departments and agencies, including the QFCC.

ⁱⁱⁱ All complaints received on this matter are from an individual who sends regular email correspondence to several government agencies, departments and media outlets.