



Quarterly Complaints Report

for Executive Director, Government Relations and Corporate Services

Summary

Volume of complaints

There were **31 total complaints received** during the quarter of 1 October 2023 and 31 December 2023, almost half of which were attributable to a single complainant. The total number of complaints was an increase compared to the 21 complaints received during the July – August 2023 quarter.

Subject of complaints

None of the complaints made this quarter pertained to the conduct of the QFCC or its staff. Approximately half of the complaints received pertained to child safety concerns / complaints while the remaining half related to blue card concerns and complaints. It must be noted that all blue card concerns / complaints were made by a single individual, referred to as KT. Of all complaints received during the Oct – Dec 2023 quarter, 48% were attributable to KT.

An additional nine communications were received but were unable to be categorised as the enquiry was unclear, a voicemail was left by QFCC, but the recipient did not respond and / or limited information relating to the correspondence.

Mode:

22 of these were received by phone while the remaining **9 were received via email**.

