

2017-18 customer complaints data report

The department introduced its [Customer Complaints Management Framework](#) in February 2017. This department-wide approach to customer complaint management aims to promote better practice across the state and ensure compliance with section 219A of the *Public Service Act 2008* (Qld).

The department continues to actively monitor the implementation of its customer complaints management approach and continues to review and refine data collection methods to ensure consistency and accuracy.

Customer complaints ¹ received by the Department of Education for 2017-18 ²	
Number of customer complaints received by the department in the year ³	6,927
Number of those customer complaints resulting in further action ⁴	62
Number of those customer complaints resulting in no further action	6,578
Number of those customer complaints still in progress at 30 June 2018	287

Notes:

1. A customer complaint is defined in section 219A(4) of the *Public Service Act 2008* (Qld). Items that are not a customer complaint are outlined in the [Customer Complaints Management Framework](#).
2. Due to Machinery of Government changes from 13 December 2017 the Office of Industrial Relations (OIR) joined the department and Training & Skills (T&S) joined the Department of Employment, Small Business and Training. This report includes customer complaints data for OIR for the period 13 December 2017 to 30 June 2018 and T&S from 1 July 2017 to 12 December 2017.
3. This is the department's first full year of reporting, as in 2016-17 the department only reported data for the period 2 February 2017 to 30 June 2017.
4. Further action includes a request for an internal review or customer complaints that result in changes to departmental policies, procedures or practices.