

## Customer Complaints Data Report: 2022-2023

The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts is required to report annually on its customer complaints to ensure compliance with section 264(3) of the *Public Sector Act 2022* (Qld).

### Customer complaints<sup>1</sup> received between 1 July 2022 and 30 June 2023

Total number of complaints received	Total number of complaints resulting in further action <sup>2</sup>	Total number of complaints resulting in <u>no</u> further action <sup>3</sup>
38	35	3

Notes:

1. A customer complaint is defined in section 264(4) of the *Public Sector Act 2022* (Qld).
2. 'Further action' is defined as some form of response to the complaint, including an initial assessment and where a complaint has yet to be assessed. A further response may also include gathering details or evidence about the incident, conducting a review of any type, gathering a response from staff, referral to the service area for appropriate action, etc.
3. 'No further action' includes when a complainant is provided with further information or advice.