

# Complaints management



Section 219A of the *Public Service Act 2008* requires departments to implement a system for dealing with customer complaints and publish a range of information by 30 September after each financial year on the department's website.

**As at 30 June 2017**

## **Complaints received in the financial year 2016-17**

*The total number of complaints recorded in the Complaints Management System*

651

## **Complaints resulting in further action**

*The number of complaints where additional activity was required to resolve the complaint, for example a specific remedy for the client or complainant or a change in policy or procedures*

238

## **Complaints resulting in no further action**

*The number of complaints which were resolved in the first instance*

413

**Senior Director  
Governance & Risk  
The Public Trustee  
GPO Box 1449  
Brisbane QLD 4001**

**Phone No:** 1800 014 536

**Email:** [complaints@pt.qld.gov.au](mailto:complaints@pt.qld.gov.au)