

Customer Complaint Data Report: 2023-2024

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

Customer complaints¹ received between 1 July 2023 and 30 June 2024

Total number of complaints received	Total number of complaints resulting in further action ²	Total number of complaints resulting in no further action ³	Total number of complaints that engaged human rights ⁴
24	4	20	0

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, or referral to the service area for appropriate action.
3. 'No further action' includes when a complainant is provided with further information or advice.
4. The department's Annual Report for 2023–24 states that there were no customer complaints that were identified to have engaged human rights during the financial year (page 50, DTATSIPCA 2023–24 Annual Report).