

Feedback received between 1 July 2016 and 30 June 2017

The Customer Feedback Framework received the following items during the reporting period:

Service Complaints	1506
Compliments	275
Suggestions	544
Total entries	2325

Of the 1,506 complaints received, the matters were closed with the following actions:

Administrative issue resolved	91
Apology provided	86
Explanation/information provided	398
Investigation response provided	46
No response required	682
Other	119
Outside QBCC jurisdiction	8
Referred for follow-up action	74
Referred to Staff Conduct Committee	2

Serious complaints

Serious complaints are complaints that alleged misconduct, inappropriate professional conduct or behaviour are referred to the Staff Conduct Committee for investigation.

During the reporting period, the Staff Conduct Committee recorded the following:

Serious complaints received	18
Disciplinary outcome	2
Allegations not supported	15
Employee counselled	0
Closed due to lack of information or employee no longer employed	1

Complaints about decisions made by the QBCC

The QBCC's Internal Review Service provides for customers to apply for a review of a QBCC decision before exercising their rights of review at the Queensland Civil and Administrative Tribunal.

During the 2016-2017 Financial year the Internal Review Department received approximately 639 applications.

Still under investigation	75
Decision Overturned	107
Decision Upheld	395
Decision Varied	52
Application Withdrawn	103
Out of jurisdiction	50
Application Premature	39
Out of time application (not accepted)	27