

# Customer Complaints Annual Report

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2024–25

# Our Complaints Management Framework

Section 264 of the *Public Sector Act 2022* requires Queensland Government agencies to implement a system for dealing with customer complaints and to publish a range of information by 30 September for the preceding financial year on their website.

Queensland Public Trustee (QPT) is committed to ensuring that the services we provide are relevant and that our clients are satisfied with that service. QPT's complaints management system is one way to give effect to our commitment to continuous improvement of our services. Our [Customer Complaints Management Policy](#) provides a framework for managing complaints which ensures that complaints received by QPT are managed and reported in an accountable, transparent, timely and meaningful way.

We value all complaints, and it is important that our complaints process is accessible, fair, equitable and easy to understand. Information about complaints management can be found on QPT's website at [www.pt.qld.gov.au/about-us/contact-us/how-to-make-a-complaint](http://www.pt.qld.gov.au/about-us/contact-us/how-to-make-a-complaint). The information on our website includes the [Your Complaint's Journey](#) brochure (available in 10 different languages) and a [video](#) which help to explain the complaints process in simple, easy to follow formats. The easy to read [How to make a complaint](#) document can also be downloaded from our website.

## Complaints Data for 2024–25

### Complaints received in the financial year 2024–25

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

648

### Complaints resulting in no further action

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

625  
(96%)

### 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 customer or complainant or a change in policy or procedures*

23  
(4%)

QPT has a number of business activities, and a breakdown of complaints received in 2024–25 by activity area is shown in the following table:

Activity	No. of Complaints	% of Complaints
Financial Administration	509	78%
Deceased Estates Administration	88	14%
Trust Administration	21	3%
Other	17	3%
Will-making	13	2%
<b>Total</b>	<b>648</b>	<b>100%</b>

## Complaint Issues raised

Complaints received by QPT are grouped into nine issue categories. These categories are:

- The Legislation (QPT's appointment and other legislated requirements)
- The Decision (relating to management of customers' affairs and budgets)
- Privacy Breach
- QPT Policies and Procedures
- Fees and Charges
- Human Rights Breach
- Service Delivery
- Staff Conduct
- Other (issues that do not fall under a specific category).

More than one issue may be raised in a complaint. As a result, the number of issues raised is greater than the total number of complaints received for the year, and is shown in the following table:

Issue	Number
Service Delivery	616
The Decision	296
Staff Conduct	126
Other	87
Policies & procedures	85
Fees & Charges	29
Privacy breach	17
The Legislation	15
Human Rights	10

## Complaints resulting in further action

The remedies for complaints recorded as resulting in further action are listed in the table below:

Remedy	
Apology/Admission/Acknowledgement of fault	8
Explanation	7
Service Improvement	5
Change of Decision	1
Other	2
<b>Total</b>	<b>23</b>

# Human Rights complaints

QPT's Complaints Management Framework ensures that:

- human rights complaints are identified at the point of receipt
- the complaints process is compatible with human rights, the principles of natural justice and incorporates the complaints resolution process available under the *Human Rights Act 2019*.

During 2024–25, QPT received and assessed 10 complaints that were identified by either the complainant or QPT as human rights related.

Most of the complaints were resolved by QPT providing an explanation to the customers or the customers' support network about the decision that was made or the action that was taken.

QPT found that there was one case in which it had not acted compatibly with human rights in line with its obligations under the Human Rights Act. In this case, QPT changed its decision to act compatibly with human rights.

## Improvements to Customer Service Delivery

QPT is committed to developing as a sustainable, modern and customer-centric organisation. As part of this, we implemented our Customers First Agenda and, through this strategy, we are continuing to learn and improve as an organisation. We recognise that complaints provide an opportunity to resolve concerns for individual customers and other stakeholders and improve service delivery for all customers.

Key improvement activities in 2024–25 include:

- undertaking an independent external review of QPT's complaints system which was completed in November 2024. This review commended the significant improvements QPT had implemented in relation to complaints management with recommendation for only minor enhancements.
- reviewing and releasing new QPT's online complaint management training in December 2025 which is mandatory for all QPT staff.
- updating QPT's Customer Complaints Management Policy, Customer Complaints Management Procedure, Information Privacy Complaints Management Policy and Information Privacy Complaints Management Procedure to incorporate the provisions of the *Information Privacy and Other Legislation Amendment Act 2023* which came into effect on 1 July 2025. QPT also conducted training in relation to the legislative, policy and procedure changes.

More information about these activities and other customer service delivery improvements being delivered can be found in QPT's Annual Reports at [www.pt.qld.gov.au/about-us/publications-and-resources/annual-reports](http://www.pt.qld.gov.au/about-us/publications-and-resources/annual-reports).

## Contact us

For more information on QPT's customer complaints management framework, please visit <http://www.pt.qld.gov.au/about-us/contact-us/how-to-make-a-complaint>, or contact us:

Complaints Office  
Queensland Public Trustee  
GPO Box 1449  
Brisbane QLD 4001

Phone: 1800 014 536

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



If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 and request to be transferred to the Queensland Public Trustee on 1800 014 536.