Customer Complaints Annual Report

2025–26

QPT | QUEENSLAND PUBLIC TRUSTEE

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. 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 2025–26

Complaints received in the financial year 2025–26 *The total number of complaints recorded in the Complaints Management System*	784
Complaints resulting in no further action *The number of complaints which were resolved in the first instance*	763 (97%)
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*	21 (3%)

QPT has a number of business activities, and a breakdown of complaints received in 2025–26 by activity area is shown in the following table:

Activity	No. of Complaints	% of Complaints
Financial Administration	644	82%
Deceased Estates Administration	84	11%
Other	30	4%
Trust Administration	17	2%
Will-making	9	1%
Total	**784**	**100%**

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	761
The Decision	345
Staff Conduct	105
Other	104
Policies & procedures	83
Fees & Charges	24
Human Rights	24
Privacy breach	7
The Legislation	5

Complaints resulting in further action

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

Remedy	
Lessons learnt undertaken	11
Management review	8
Root cause analysis and corrective action	2
Total	**21**

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 2025–26, QPT received and assessed 24 complaints that were identified by either the complainant or QPT as human rights related.

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.

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.

A key improvement in 2025–26 was the upgrade to the Complaints Management System IT platform was at the beginning of 2026. The upgrade allowed for changes to the complaints record form resulting in collecting new or more precise data for future years, including substantiated or unsubstantiated outcome and actions taken for each issue within a complaint instead of a single outcome and action taken for the complaint overall.

More information about 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.

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



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.