

# Complaints management



The *Public Service Act 2008* introduced a requirement under Section 219A for agencies to implement a system for dealing with customer complaints. The section requires agencies to publish on their website a range of information by 30 September after each financial year.

As at 30 June 2015	
<b>Complaints received in the financial year 2014-15</b> <i>The total number of complaints recorded in the Complaints Management System</i>	<b>476</b>
<b>Complaints resulting in further action</b> <i>The number of complaints where additional activity was required to resolve the complaint to the complainant's satisfaction (255 complaints received relating to 75 client files)</i>	<b>255</b>
<b>Complaints resulting in no further action</b> <i>The number of client files where there has been one complaint received</i>	<b>221</b>

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