

Section 219A of the *Public Service Act 2008* requires departments to implement a system for dealing with customer complaints and publish a range of information by 30 September after each financial year on the department's website.

As at 30 June 2016	
Complaints received in the financial year 2015-16	
<i>The total number of complaints recorded in the Complaints Management System</i>	623
Complaints resulting in further action	
<i>The number of complaints where additional activity was required to resolve the complaint (182 complaints received relating to 70 client files)</i>	182
Complaints resulting in no further action	
<i>The number of complaints which were resolved in the first instance</i>	441

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