

Complaints Management



Customer Complaints Annual Report 2022-23

Complaints Management



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 publish a range of information by 30 September for the preceding financial year on their website.

The Public Trustee is committed to ensuring that the services we provide are relevant and that our clients are satisfied with that service. Our [Complaints Management Policy](#) provides a framework for managing complaints which ensures that complaints received by the Public Trustee 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 fair, equitable and easy to understand. Information about complaints management can be found on the Public Trustee’s website at www.pt.qld.gov.au/contact/contact-us/how-we-manage-complaints/. The information on our website includes the [Your Complaint’s Journey](#) brochure and a [video](#) which help to explain the complaints process in simple, easy to follow formats.

Complaints Data for 2022-23

Complaints received in the financial year 2022-23	
<i>The total number of complaints recorded in the Complaints Management System</i>	767
Complaints resulting in no further action	
<i>The number of complaints which were resolved in the first instance</i>	740 (96.5%)
Complaints resulting in further action	
<i>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</i>	27 (3.5%)

Complaints Management



The Public Trustee has a number of business activities, and a breakdown of complaints received in 2022-23 by activity area is shown in the following table:

Activity	No. of Complaints	% of Complaints
Financial Management	540	70%
Deceased Estates	155	20%
Will-making	34	4%
Trust Management	22	3%
Other	16	3%
Total	767	100%

Complaint Issues raised

Complaints received by the Public Trustee are grouped into nine categories. These categories are:

- The Legislation (PT appointment and other legislated requirements)
- The Decision
- Privacy Breach
- PT 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	915
The Decision	418
Staff Conduct	134
Other	108
Policies & procedures	105
Fees & Charges	43
The Legislation	37
Human Rights	24
Privacy breach	3

Complaints Management



Complaints resulting in further action

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

Remedy	
Explanation of process	11
Apology/Admission/Acknowledgement of fault	7
Explanation of decision	3
Service Improvement	2
Change of decision	2
Reduction/Reimbursement of Fees and Charges	2
Total	27

Human Rights complaints

The Public Trustee'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.

During 2022-23, the Public Trustee received 24 complaints that were assessed as human rights complaints:

- 23 complaints were identified by the complainant as human rights related
- one complaint was assessed by the Public Trustee as being human rights related.

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

The Public Trustee found that in nine cases, it had not acted compatibly with human rights and in line with its obligations under the Human Rights Act. In these cases, the Public Trustee took steps to:

- investigate the cause
- take corrective action including:
 - offering an apology
 - changing its decision
 - reviewing its policies and procedures
 - undertaking further training with staff.

In one instance, the complaint was withdrawn.

Complaints Management



Improvements to Customer Service Delivery

The Public Trustee 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 also improve service delivery for all customers.

Key improvements in 2022-23 include:

- continuing to embed our Structured Decision-Making Framework, a sector-leading seven-step process designed to support staff communication and decision-making, considering customer's views, wishes, preferences and human rights in every decision we make
- 18 customers achieving full financial independence in 2022-23 having participated in the Financial Independence Pathway program. The program educates, supports and empowers our financial management customers to manage their money, and ultimately achieve independence from administration, where possible. More information about the program is available at www.pt.qld.gov.au/financial-administration/steps-to-financial-independence-pathway/
- establishing a trial referral pathway with Queensland Advocacy for Inclusion (QAI) to provide independent support and advice to customers seeking a review of the Public Trustee's appointment as their financial administrator. Since the trial was launched in September 2022, 89 financial administration customers have been referred to QAI through this pathway, leading to two customers regaining control of their finances in 2022-23
- the tabling of our fees and charges review report in Parliament in October 2022, providing the most comprehensive review of fees and charges in more than two decades. The report is the culmination of work that commenced in 2020 and includes benchmarking against comparable service providers and targeted and public consultation
- continuing to implement business improvements to deliver streamlined services for customers including the introduction of a new State-wide Assistance Team to assist in workload management, giving frontline staff more time to focus on customer facing work, and improving the capability of our Welcome Desk staff to address customer payment enquiries at the first point of contact
- building staff capability through initiatives including delivering a new Customer Service Essentials training program to all employees, with additional comprehensive modules undertaken by frontline staff.

Complaints Management



Contact us

For more information on the Public Trustee's complaints management framework, please contact:

**Government and Executive Services
The Public Trustee
GPO Box 1449
Brisbane QLD 4001**

Phone No: 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 Public Trustee on 1800 014 536.