

Section 219A of the *Public Service Act 2008* requires Queensland Government agencies to implement a system for dealing with customer complaints and publish a range of information by 30 September after each 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 and Procedure provide 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.

As at 30 June 2018	
Complaints received in the financial year 2017-18	
<i>The total number of complaints recorded in the Complaints Management System</i>	608
Complaints resulting in no further action	
<i>The number of complaints which were resolved in the first instance</i>	375
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 client or complainant or a change in policy or procedures</i>	233

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