

Customer Complaints Annual Report

2023-24

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 2023–24

Complaints resulting in no further action 660
The number of complaints which were resolved in the first instance (97%)

QPT has a number of business activities, and a breakdown of complaints received in 2023–24 by activity area is shown in the following table:

Activity	No. of Complaints	% of Complaints
Financial Management	504	74%
Deceased Estates	106	16%
Will-making	23	3%
Trust Management	16	2%
Other	32	5%
Total	681	100%

Complaint Issues raised

Complaints received by QPT are grouped into nine 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	810
The Decision	301
Staff Conduct	157
Policies & procedures	66
Other	62
Fees & Charges	50
The Legislation	29
Human Rights	16
Privacy breach	7

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	8
Apology/Admission/Acknowledgement of fault	8
Service Improvement	3
Process change	1
Reduction/Reimbursement of Fees and Charges	1
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 2023–24, QPT received and assessed 16 complaints that were identified by the complainant as human rights related. Of these, one complaint was determined by QPT as being human rights related.

Most of 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.

QPT found that, while there were other issues that were substantiated in some complaints, there were no cases in which it had not acted compatibly with human rights and in line with its obligations under the Human Rights Act.

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 also improve service delivery for all customers.

Significant improvements have been made to the QPT customer complaints management framework to ensure our policies and processes are aligned with Australian Standards and the Queensland Public Sector Customer Complaints Management Framework, and we've made it easier for customers to access information relating to complaints, through the publication of a range of resources in different languages and formats on our website. Other key improvements in 2023–24 include:

- undertaking extensive consultation on proposed fees and charges reforms for our financial management, deceased estates and trust services. We received more than 190 submissions through this consultation process and that feedback is now being considered.
- establishing a new statewide Customer Support Team to serve as a first point of contact for our financial management customers and their support networks. This new arrangement will improve customer service efficiency and enable QPT to provide greater support for customers with more complex matters.
- designing a new, more accessible website with customers to make it easier for people to find and access the information they need and enable future improvements in digital service delivery.
- hosting quarterly Customer Support Network Webinars that recognise the important role that customer support networks have and provide them with information about QPT and the services we provide.

- continuing to embed our Structured Decision-Making Framework, a sector-leading seven-step process designed to support staff communication and decision-making, considering customers' views, wishes, preferences and human rights in every decision we make.
- continuing to help financial management customers who want to achieve greater financial independence through our Financial Independence Pathway program. The program educates, supports and empowers financial management customers to manage their money, and ultimately achieve independence from administration, where possible.
- building staff capability through initiatives such as the introduction of a statewide technical training team to support and increase staff knowledge, and the continuation of Customer Service Essentials training program to all employees, with additional comprehensive modules undertaken by frontline staff.

More information about these activities and other 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.