

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. We provide a broad range of services to diverse client groups and it is inevitable that there will be times when our clients or other stakeholders are dissatisfied with our decisions or actions.

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.

All feedback, including complaints, assists us to improve our services.

## As at 30 June 2019

### Complaints received in the financial year 2018-19

<i>The total number of complaints recorded in the Complaints Management System</i>	537
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### Complaints resulting in no further action

<i>The number of complaints which were resolved in the first instance</i>	410
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### 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>	127
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