

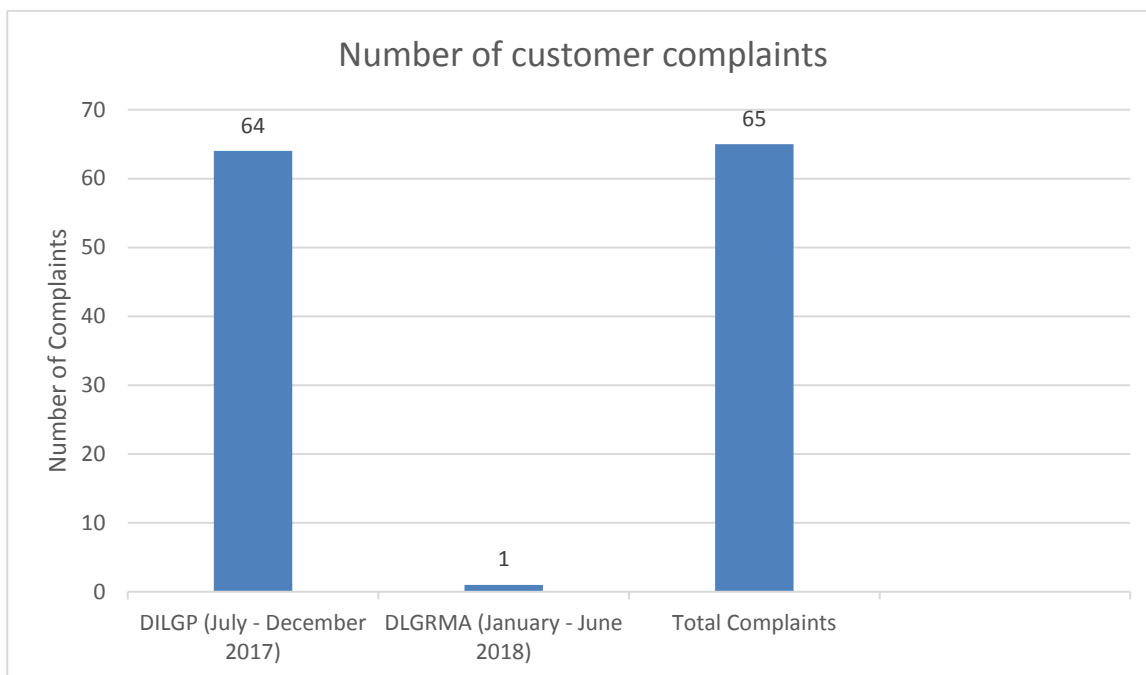


Customer complaints report 2017-18

The Department of Local Government, Racing and Multicultural Affairs (DLGRMA) is committed to actively responding to complaints from our customers and others. Feedback from complaints provides valuable information to help us continually improve our services and programs.

Due to machinery of government changes which took effect in December 2017, this report incorporates data from the former Department of Infrastructure, Local Government and Planning (DILGP) from 1 July 2017 to 31 December 2017 and DLGRMA from 1 January 2018 to 30 June 2018. Totals for 2017-18 are also provided.

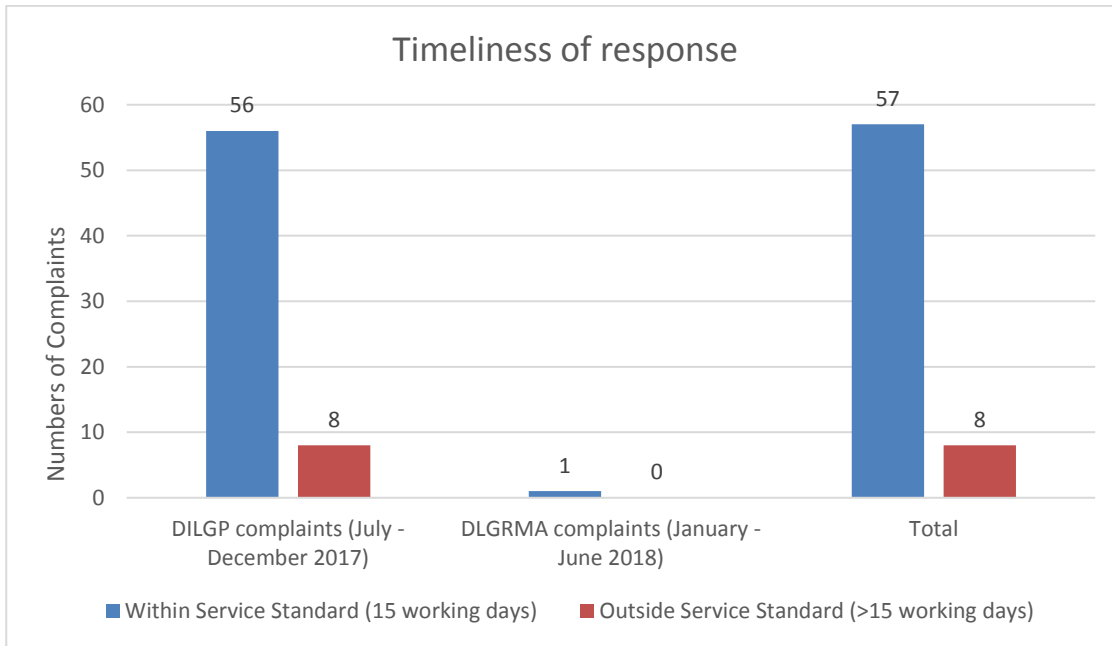
Total customer complaints



There were 65 customer complaints for the 2017-18 financial year – 64 complaints for DILGP from 1 July 2017 to 31 December and 1 complaint for DLGRMA from 1 January 2018 to 30 June 2018. The significant drop in customer complaints between the two halves of the year is due to Economic Development Queensland (EDQ) and Planning being transferred to the Department of State Development, Manufacturing, Infrastructure and Planning from January 2018.

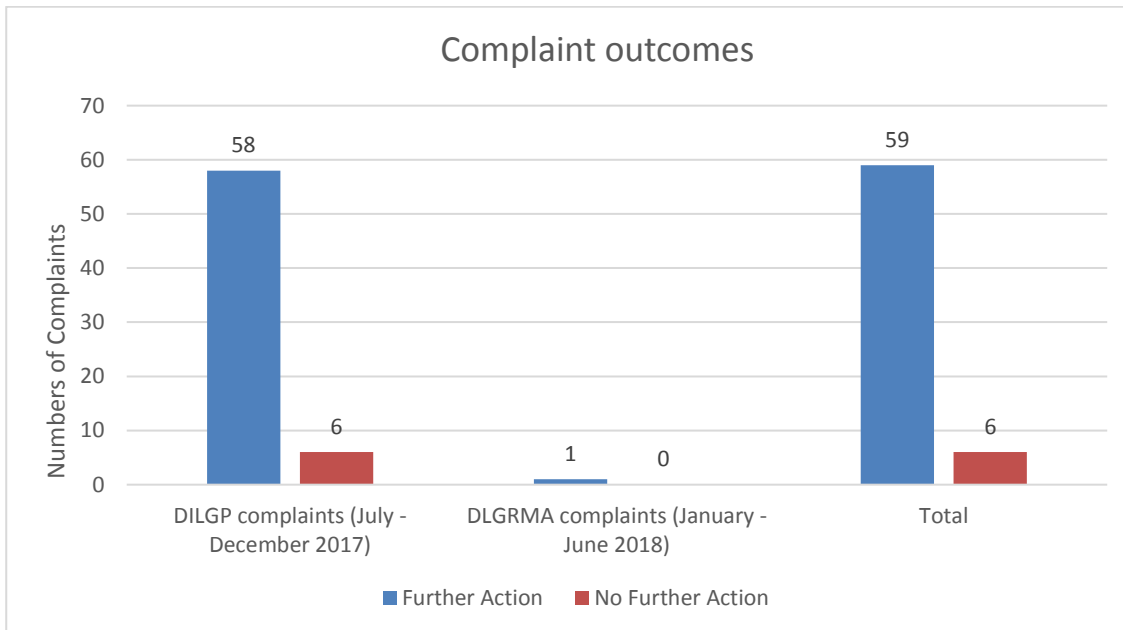


Timeliness of response



In 2017-18, 88 per cent of customer complaints were responded to within DLGRMA’s service standard of 15 working days. For those more complex complaints that required more than 15 working days to resolve, interim responses were provided to acknowledge the complaint, and frequent updates were often provided to complainants about the progress of their complaint.

Complaint outcomes



In 2017-18, 91 per cent or a total of 59 customer complaints were assessed as requiring further action. The further action taken can include providing further information or feedback, changing a department process, solving a problem or reversing a decision previously made by the department.