

2023–24 Complaints data report

The Queensland Curriculum and Assessment Authority (QCAA) is committed to delivering quality services that are responsive to the needs of staff, stakeholders, clients, and the wider community.

The QCAA will continue to monitor the implementation of its complaints management approach.

Complaints ¹ for 2023–24	
Number of complaints received by the QCAA in the year	7
Number of those complaints resulting in further action ²	2
Number of those complaints results in no further action	5
Number of those complaints still in progress as at 30 June 2024	0

Notes:

1. A complaint is defined in section 264(4) of the *Public Sector Act 2022* (Qld). Items that are not a complaint are outlined in the [Complaints Management Framework](#).
2. Further action includes:
 - a request for an internal review
 - complaints that result in changes to QCAA’s policies, procedures or practices
 - a request for an external review, such as with the Queensland Ombudsman.