

Customer complaints data report

2022–2023

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 complaint management approach.

Complaints ¹ for 2022–23	
Number of complaints received by the QCAA in the year	8
Number of those complaints resulting in further action	1
Number of those complaints resulting in no further action ²	7
Number of those complaints still in progress as at 30 June 2023	0

Note:

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 [Customer complaint management policy](#).
2. Further action includes:
 - a request for an internal review
 - complaints that result in changes to QCAA policies, procedures or practices
 - a request for an external review, such as with the Queensland Ombudsman.



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