

# Customer complaint management framework

## Policy Statement

We value all complaints and are committed to effective complaint management by ensuring that complaints are managed in an accountable and fair manner that is compatible with human rights. Our complaint management system enables us to provide clear, timely and accurate responses to complaints.

## How we will handle complaints

We try to resolve complaints as quickly as possible at the point where the complaint is received or after it is redirected to the appropriate business area. Unresolved complaints are referred for review.

## Timely process

We will acknowledge receipt of a complaint within 3 business days and provide a response within 30 business days.

If we cannot provide a response within this timeframe, we will keep the complainant informed of the progress of their complaint and when they can expect a response.

## More information

The QCAA *Customer complaint management policy* and *Customer complaint management procedure* outline how we implement our complaint management system (CMS).

The CMS enables us to meet our requirements under the:

- *Public Sector Act 2022* (Section 264)
- *Human Rights Act 2019*
- Australian Standard 10002:2022, Guidelines for complaint management in organisations (the national standard)
- Queensland Public Service Customer Complaint Management Framework and Customer Complaint Management Guideline.

