



Electoral Commission
QUEENSLAND

Customer Complaints Annual Report 2022-23

30 September 2023

2022-23 Customer Complaints - Annual Report

In accordance with section 264(3) of the *Public Sector Act 2022*, the Electoral Commissioner publishes annual statistics on customer complaints received by the Electoral Commission of Queensland.

In the 2022-23 financial year, the Electoral Commission of Queensland received few customer complaints, which can be attributed to no major election events being held in this period.

All complaints made to the ECQ are reviewed with consideration to the rights protected under the *Human Rights Act 2019*. In 2022-23, no complaints made to the ECQ required reference to human rights considerations.

Most complaints lodged in this period were enquiries from customers seeking information or access to a service, or related to issues that are outside the ECQ's remit, such as feedback on State or federal government policies or local government service delivery. In these instances, the ECQ provided guidance to complainants on how to contact the organisation or entity responsible.

100 per cent of complaints received by the ECQ during this period did not require any further action and all were resolved in accordance with ECQ policies and procedures.

Complaints received in FY 2022-23	43
Complaints resulting in no further action	43
Complaints resulting in further action	0
Complaints ongoing as of 30 June 2023	0