



Electoral Commission
QUEENSLAND

Customer Complaints Annual Report 2024-25

30 September 2025

2024-25 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.

A customer complaint is a complaint about an ECQ service, action or decision, or an expression of dissatisfaction about a breach of privacy or human rights.

In the 2024-25 financial year, the Electoral Commission of Queensland received 268 submissions of customer complaints or feedback. 248 of these were related to the 2024 State general election, which was held on Saturday 26 October 2024.

34% of the submissions (93 in total) received by the ECQ during this period were accepted as customer complaints or feedback, as per the definition in the ECQ Complaints Management Policy.

17 submissions required further action, such as an investigation to be undertaken or an amendment made to an ECQ publication or website. 251 submissions did not require any further action and all were resolved in accordance with ECQ policies and procedures.

All feedback received by the ECQ during the feedback and customer complaints process is used by the ECQ for election planning purposes, business improvement and enhancement of future service delivery.

All complaints made to the ECQ are reviewed with consideration to the rights protected under the *Human Rights Act 2019*. In 2024-25, the ECQ did not receive any submissions in relation to human rights via the feedback and customer complaints process.

Complaints received in FY 2024-25	268
Complaints resulting in no further action	251
Complaints resulting in further action	17
Complaints ongoing as of 30 June 2025	0