



**Electoral Commission**  
QUEENSLAND

# 2021-22 Customer Complaints

30 September 2022

## 2021-22 Complaints Statistics

In accordance with section 219A(3) of the *Public Service Act* 2008, the Electoral Commissioner publishes the following statistics on customer complaints received in the 2021-22 financial year by the Electoral Commission of Queensland (ECQ).

In the 2021-22 financial year, the ECQ experienced a decrease in the number of complaints received compared with previous years due to no major election events being held in this period.

The majority of complaints submitted to the ECQ in this period were requests for information or customers seeking to make contact with a business unit. A significant number of complaints received related to issues that are outside the ECQ's remit, for example, matters of State Government policy or local government service delivery. Where appropriate, the ECQ provides guidance to complainants on alternative options for providing feedback to the relevant organisation or entity.

As a result, 91.8 per cent of complaints received by the ECQ did not require any further action. Where further action was taken on a complaint, this may have included an investigation to establish the facts of an allegation, an internal review conducted at the request of a complainant, or a referral to another agency.

All complaints were resolved in accordance with ECQ policies and procedures and as per the ECQ Complaints Management Policy.

<b>Complaints received in FY 2021-22</b>	197
<b>Complaints resulting in no further action</b>	181
<b>Complaints resulting in further action</b>	16
<b>Complaints ongoing as of 30 June 2022</b>	0