



Customer Complaints Annual Report 2025-26

30 September 2026

2025-26 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 (ECQ).

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 2025-26 financial year, the Electoral Commission of Queensland received fifty-six submissions via its feedback and complaints channel. Twenty-three of these submissions were accepted as customer complaints or feedback, as per the definition in the ECQ Complaints Management Policy. One customer complaint required further action.

All submissions were resolved in accordance with ECQ policies and procedures and all feedback received by the ECQ during the 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 assessed with consideration to the rights protected under the *Human Rights Act 2019*. In 2025-26, the ECQ did not receive any submissions which referenced human rights via the feedback and customer complaints process.

Total submissions received in FY 2025-26	56
Submissions accepted as customer complaints or feedback	23
Complaints resulting in no further action	22
Complaints resulting in further action	1
Complaints ongoing as of 30 June 2026	0