



# 2019-20 Customer Complaints

*30 September 2020*

## 2019-20 Complaints Statistics

In accordance with section 219A(3) of the *Public Service Act 2008*, the following table provides statistics on customer complaints received in the 2019-20 financial year by the Electoral Commission of Queensland.

In the 2019-20 financial year, the Electoral Commission of Queensland experienced a significant increase in the number of complaints received due to the delivery of the 2020 local government quadrennial elections. 97 per cent of complaints received resulted in no further action in accordance with the *Complaints Management Policy*.

<b>Complaints received</b>	3055
<b>Complaints resulting in no further action</b>	2959
<b>Complaints resulting in further action</b>	86
<b>Complaints ongoing as of 30 June 2020</b>	10