

Customer complaint management policy

1. Purpose

This policy establishes the underlying principles and obligations of the Department of Housing, Local Government, Planning and Public Works (the department) regarding the management and resolution of customer complaints.

This policy has been developed in accordance with:

- section 264 of the *Public Sector Act 2022* (PS Act), which requires the department to establish and implement a customer complaints management system (CMS)
- the *Human Rights Act 2019* (HR Act), which requires the department to report on complaints that engage human rights
- the *Information Privacy Act 2009* (IP Act)
- the *Code of Conduct for the Queensland Public Service*
- the *Australian Standard 10002:2022: Guidelines for complaint management in organizations* (the Standard), and
- the Queensland Public Service [Customer Complaint Management Framework](#) (Complaint Framework) and [Customer Complaint Management Guideline](#) (Complaint Guideline).

2. Policy statement

The department is committed to providing high quality customer service that takes a people-focused and proactive approach to customer complaint management.

In particular, the department will ensure that customer complaints are dealt with fairly, promptly and in a confidential manner that is compatible with human rights.

The department values all customer complaints and acknowledges that effective customer complaint management:

- is fundamental to the provision of quality service, and
- provides a mechanism for obtaining feedback, addressing disputes, and reforming policies, procedures and services.

3. Scope

3.1 Application

This policy covers complaints made to the department by customers.

A customer complaint is a complaint about the service or action of a public sector entity or its staff by a person who is apparently directly affected by the service or action.

This policy also covers complaints about:

- a breach of human rights
- a breach of privacy
- a breach of the Charter of Victims' Rights
- conduct by contractors performing services for the department, and
- handling of complaints by the department.

These customer complaints should be managed in accordance with this policy and the Customer complaint management procedure.

For a customer complaint to be accepted, the matter being complained about must have occurred within the **last 12 months**. Consideration will also be given to any grounds for declining a customer complaint as prescribed in 3.3.2.2 of the Customer complaint management procedure, and in accordance with the relevant legislation.

Complaints received about matters occurring outside this timeframe may still be considered by the department where the complainant demonstrates reasonable grounds for the delay in lodging their complaint.

The following persons must comply with this policy:

- all employees working for the department regardless of whether they are permanent, temporary, full-time, part-time, or casual employees and/or on secondment from another departments/agencies, and
- other persons who perform work for the department including contractors, students gaining work experience and volunteers. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff).

3.2 Exclusions

Certain types of complaints are excluded from the scope of this policy as they are managed under other legislation, policy or complaint system.

Excluded complaints include (but are not limited to):

- complaints of suspected corrupt conduct dealt with under the [Crime and Corruption Act 2001](#) and the department's Corrupt conduct prevention policy
- public interest disclosures that are dealt with under the [Public Interest Disclosure Act 2010](#) and the department's Public interest disclosure policy
- employee complaints (grievances) dealt with under the department's [Employee complaints policy](#) and [Employee complaints guideline](#)
- processes and/or employee appeals dealt with under the [Public Sector Act 2022](#) and in accordance with the relevant directives
- complaints about public housing tenant's disruptive behaviour or other tenancy matters that are managed under the [Residential Tenancies and Rooming Accommodation Act 2008](#) and the department's Fair expectations of behaviour processes and/or Non-behavioural tenancy breaches processes
- complaints about organisations and their tenants funded by the department under the [Housing Act 2003](#)
- reviewable decisions dealt with under the [Housing Act 2003](#) and related departmental procedures
- complaints that are primarily contractual in nature
- complaints subject to legal proceedings
- complaints about access application decisions dealt with under the [Right to Information Act 2009](#)
- complaints about access and amendment application decisions under Chapter 3, Part 2 of the IP Act
- complaints that relate to the application, registration, review, sanction and performance reporting processes dealt with under the department's Prequalification System for Building Industry Consultants and Contractors or Conditions of Working with QBuild (Contractors, Consultants or Suppliers)
- complaints about the department which are made to and responded to by the Office of the Minister for Housing, Local Government, Planning and Public Works, including complaints responded to via ministerial correspondence.

Referral information for these complaints can be found in **Attachment 4**.

This policy does not provide another avenue of complaint. Where a complaint is being dealt with under another policy, the same complaint will not be dealt with under this policy.

4. Principles

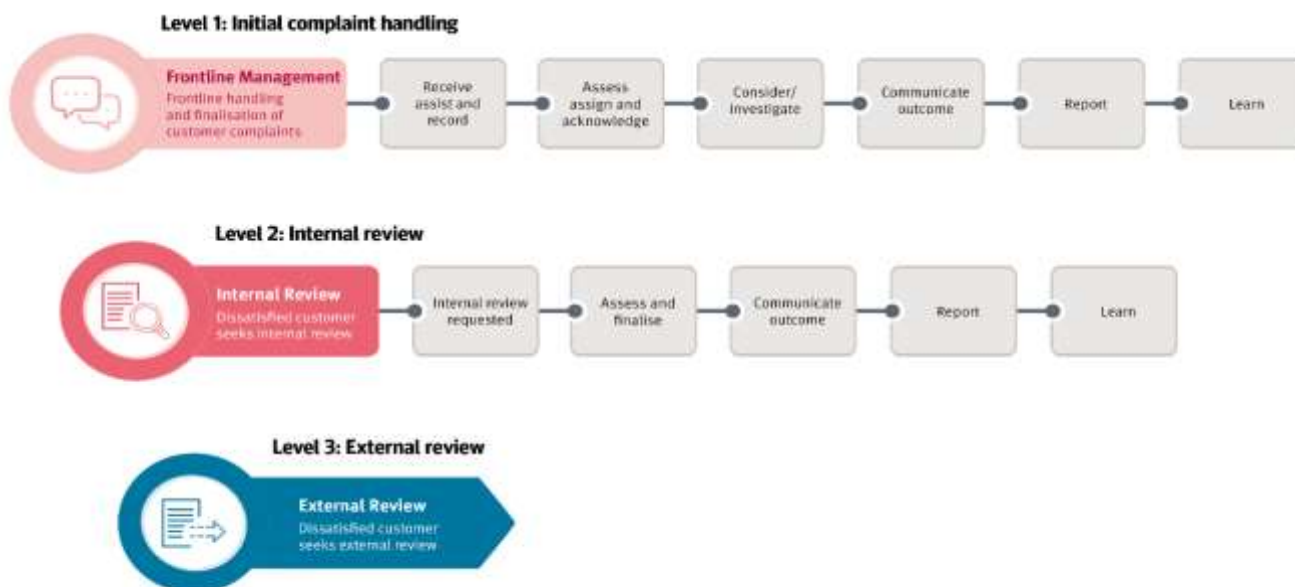
The department's customer complaint management principles are aligned with the Standard, the Complaint Framework and the Complaint Guideline.

The department's CMS is based on the following principles:

The principle...	... means the department:
Customer focused	<ul style="list-style-type: none"> • provides a free and readily accessible complaint process for all persons • receives complaints from a range of channels, such as online, in person, by phone, by email, or via social media • provides reasonable assistance to people who wish to make complaints, in particular vulnerable persons, including people with a disability, First Nations peoples or people from a culturally and linguistically diverse background. • assesses the nature of complaints, including the identification and consideration of all relevant human rights, how complaints should be dealt with, and by whom • accepts complaints made anonymously, and • involves complainants in the complaint management process, if possible and appropriate.
Timely and fair	<ul style="list-style-type: none"> • promptly acknowledges complaints • responds to complaints in a timely manner, and • responds to complaints fairly and objectively.
Clear communication	<ul style="list-style-type: none"> • provides readily available information about where and how to lodge a complaint, and how complaints will be managed • provides clear explanations about what the department can and cannot do, and • clearly explains final decisions, recommendations, and rights of review.
Accountable	<ul style="list-style-type: none"> • informs and educates staff on the complaints management process • monitors timeframes for complaints management • communicates with parties about the progress of resolutions, and • protects privacy and confidentiality, ensuring information relating to a complaint is secure and accessible only to staff whose duties require it.
Improving services	<ul style="list-style-type: none"> • learns from complaints and provides feedback to relevant areas and staff on potential system improvements • seeks regular feedback about the complaints management process, and • undertakes internal quarterly and external annual reporting to identify complaint trends.

5. Customer complaint management model

The department's model for the management of customer complaints is a three-stage process based on the Complaint Guideline.



5.1 Level 1: Initial complaint handling

A customer complaint may be submitted through any mode of communication including in person, by phone, by email, by SMS, via social media channels and by letter. A customer complaint may be received by any staff member in the department.

Where the complainant indicates they require assistance with lodging their complaint, such as an interpreter or a representative, all reasonable assistance will be provided to the complainant.

Once received, the customer complaint will be recorded in the divisional Customer complaint management register and acknowledged within **three** business days.

The complaint will then be assigned to a decision maker to consider, investigate, and determine an outcome. Outcome advice will include information on how the complainant may seek an internal review.

The timeframe for finalising a complaint is **30** business days. If this timeframe cannot be met, staff must proactively advise the complainant and provide an estimated timeframe for finalisation of the complaint.

5.2 Level 2: Internal review

If the complainant is unhappy with the decision made in Level 1, they can request an internal review.

Any request for internal review must be submitted within **20** business days from when the complainant is informed of the decision about their complaint. Requests received outside this timeframe will still be considered where the complainant can provide a reasonable explanation for lodging a late request.

The department must provide an internal review response within **20** business days. If this timeframe cannot be met, staff must proactively advise the complainant and provide an estimated timeframe for the finalisation of the review.

The internal review is to be conducted by a person who is independent of and equal or senior to the Level 1 decision maker. In circumstances where the original decision maker assigned enquiries to a responsible officer, the person conducting the internal review is to be independent of and equal or senior to the responsible officer.

Consideration should be given to referring the internal review to an area of the department not involved with the original complaint.

5.3 Level 3: External review

If the complainant remains dissatisfied with the decision following an internal review of their complaint in Level 2, they can request an external review by the Queensland Ombudsman.

The Queensland Ombudsman can be contacted on:

Telephone: 07 3005 7000

Web: [make a complaint](#)

6. Human rights complaints

The HR Act requires departments to properly consider human rights when making make decisions and to provide services in a way that is compatible with human rights.

If a complainant considers that the department has breached their human rights, they can make a human rights complaint directly to the department.

For **all** complaints received, the department will assess whether a complaint is a human rights complaint even if a complainant does not state it is one.

6.1 Human rights complaint - external review

If a complainant considers that their human rights complaint is unresolved, or a response is not received within 45 business days, they may make a complaint in writing to the Queensland Human Rights Commission.

The Queensland Human Rights Commission can be contacted on:

Telephone: 1300 130 670

Web: [make a complaint](#)

In exceptional circumstances, the Queensland Human Rights Commissioner may accept a complaint before the 45 business day period has ended.

7. Privacy complaints

The department is obliged to manage personal information in accordance with the IP Act and the [11 Information Privacy Principles](#). A privacy complaint is a complaint by an individual about an act or practice of the department in relation to the individual's personal information that is a breach of the department's obligation under the IP Act to comply with privacy principles.

Where a complaint is lodged about a privacy breach, the department's Right to Information and Privacy Unit must be immediately notified of the complaint and consulted on the proposed approach to resolve the complaint. Privacy complaints are to be forwarded to rti-privacy@epw.qld.gov.au.

The relevant divisional decision maker retains responsibility for resolving the complaint.

7.1 Privacy complaint - external review

If a complainant is dissatisfied with the department's resolution of their privacy complaint, or they have not received a response to their privacy complaint within 45 business days, they may lodge a complaint with the Office of the Information Commissioner.

The Office of the Information Commissioner can be contacted on:

Telephone: 07 3405 1111

Email: enquiries@oic.qld.gov.au

8. Charter of Victims' Rights complaints

Under the [Charter of Victims' Rights](#), (the Charter) a victim must be treated with courtesy, compassion, respect and dignity, taking into account the victim's needs. A victim's personal information (including address and telephone number) will not be disclosed unless authorised by law.

A victim can make a complaint if they think that a government or non-government agency has not behaved in accordance with the Charter.

8.1 Charter of Victims' Rights complaint - external review

If a complainant is dissatisfied with the outcome of their Charter complaint, or they have not received a response to their complaint within 60 business days, they can refer their complaint to Victim Assist Queensland.

Victim Assist Queensland can be contacted on:

Telephone: 1300 546 587 (business hours)

Web: [make a complaint](#)

9. Key roles and responsibilities

All staff in the department are responsible for managing customer complaints in a way that ensures the department can meet its obligations set out in this policy.

9.1 Complainants

Complainants are responsible for:

- a) providing all information relevant to their complaint and being clear about their desired outcome
- b) informing the department if anything changes including if they no longer require assistance, or they choose to withdraw their complaint
- c) cooperating with the department and staff in a respectful way and understanding that unreasonable conduct will not be tolerated.

9.2 Director-General

The Director-General is responsible for:

- a) ensuring that the department's CMS complies with section 264 of the PS Act, other relevant legislative requirements, the Complaint Framework and Complaint Guideline.

9.3 Divisional heads and senior officers

Divisional Heads and Senior Officers are responsible for:

- a) maintaining a CMS for their division, including:
 - i. allocating resources needed for effective customer complaint management
 - ii. ensuring staff are sufficiently trained and supported to deal with customer complaints, and
 - iii. ensuring appropriate records of customer complaints are maintained
- b) ensuring staff are aware of the department's CMS
- c) managing requests for internal reviews
- d) actively and clearly supporting the implementation of strategies to manage unreasonable complainant conduct
- e) ensuring the CMS is easily accessible to customers, stakeholders, and the public
- f) seeking advice from the Integrity Services Unit or Legal Services on high level or high-risk complaints, systemic issues and trends
- g) notifying the Director-General about any high level or high-risk complaints or systemic issues
- h) overseeing the quality of customer complaints reporting to ensure it meets legislative requirements

- i) reporting on business improvements arising from complaints.

9.4 Area managers and operational managers

Area Managers and Operational Managers are responsible for:

- a) ensuring that the CMS is implemented within their area of responsibility
- b) supporting staff to successfully manage customer complaints and to meet the performance measures for handling and reporting on customer complaints
- c) ensuring customer complaints are managed within set timeframes
- d) supporting staff to manage unreasonable complainant conduct
- e) ensuring all customer complaints are registered and that complaints data is available for review
- f) contributing to customer complaint reporting requirements on a quarterly basis, including identifying and reporting on systemic issues and the progress of business improvements arising from complaints.

9.5 Integrity Services Unit

The Integrity Services Unit (ISU) is responsible for:

- a) supporting divisions to understand their responsibilities under the CMS
- b) providing training and advice for staff managing customer complaints
- c) regularly reviewing the department's CMS
- d) ensuring that information about the CMS is easily understood and accessible to customers, stakeholders and members of the public
- e) hosting the Customer complaint management registers for each division
- f) receiving, referring and recording request for internal reviews and information from the Queensland Ombudsman
- g) reporting to the department's Executive Leadership Team (ELT) on complaints under this policy, trends, emerging issues and business improvements
- h) arranging the publication of complaints data on the department's website under section 264 of the PS Act
- i) reporting on the number and outcome of human rights complaints in accordance with section 97(2)(b) of the HR Act for inclusion in the department's annual report
- j) reporting on the number of Charter of Victims' Rights complaints received and how they were dealt with for inclusion in the department's annual report.

9.6 Right to Information and Privacy Unit

The Right to Information and Privacy Unit is responsible for:

- a) serving as the department's contact for privacy complaints
- b) providing advice and assistance to divisions regarding complaints of privacy breaches under the IP Act
- c) providing statistical information about privacy complaints to the Information Commissioner upon request.

9.7 Divisional complaints coordinators

Divisional Complaints Coordinators (DCCs) are responsible for:

- a) providing advice and support to staff in their division about customer complaint management
- b) supporting staff in their division to ensure customer complaints are dealt with fairly, objectively and in a timely manner
- c) receiving and recording customer complaints on the Customer complaint management register
- d) conducting initial assessments of customer complaints and assigning them to a decision maker (with the assistance of a Senior Officer where required)
- e) ensuring that acknowledgement letters are sent to complainants
- f) providing all complaint information to the decision maker
- g) referring excluded complaints to the appropriate area of the department as per Attachment 4 of this policy
- h) ensuring the Customer complaint management register is kept up to date and captures all information required for tracking and reporting on complaints
- i) providing quarterly reports on customer complaints to ISU when requested
- j) providing other complaints data when requested.

9.8 Decision makers and responsible officers

Decision Makers and Responsible Officers are responsible for:

- a) dealing with complaints fairly, objectively and in a timely manner in accordance with this policy and the Customer complaint management procedure
- b) treating complainants in a respectful and courteous manner
- c) identifying and effectively responding to complainants' vulnerabilities, support, and communication needs.
- d) effectively applying the steps of the CMS in managing the complaint
- e) ensuring that every customer complaint is considered and assessed as a possible human rights or privacy complaint
- f) appropriately managing information related to complaints, including personal information, in accordance with the IP Act and the 11 Privacy Principles
- g) notifying and consulting with the [Right to Information and Privacy Unit](#) in relation to privacy complaints
- h) completing a record for assessing compatibility with human rights where human rights limitations have been identified as part of the complaint
- i) ensuring all records related to customer complaints, such as reports, interview notes, investigation reports, briefing notes and correspondence, are stored appropriately and are only accessible to persons requiring access due to their role and responsibilities
- j) providing the DCC with all the information required to complete the Customer complaint management register for the complaint.

9.9 All staff

All staff are responsible for:

- a) understanding how a customer complaint is defined in this policy
- b) addressing matters raised by customers locally in the first instance to reduce complaint numbers
- c) understanding the department's CMS, including what procedures to follow and what information to give to complainants to lodge a complaint
- d) knowing how to recognise and deal with people experiencing vulnerability and/or challenging behaviours
- e) knowing when to seek guidance from more senior staff regarding a complaint.

10. Delegations

N/A

11. Reporting

11.1 Internal reporting

All divisions are required to provide quarterly customer complaint data to ISU by the date specified in the reporting request.

ISU will provide a report to the ELT with a summary of the department's customer complaints data in the Quarterly Performance Report.

Quarterly reports will include:

- a) the number of customer complaints received during the quarter, including:
 - i. the number resulting in further action
 - ii. the number resulting in no further action
 - iii. the number of open complaints at the time of reporting
 - iv. the number of complaints received during the quarter that exceeded the complaint level resolution timeframes
 - v. the types of complaints received during the quarter.
- b) the number of complaints referred to the department by external bodies, such as the Queensland Ombudsman or the Queensland Human Rights Commission

- c) the number of complaints received during the quarter that engaged human rights and the outcome
- d) the number of privacy complaints and the outcome
- e) the number of Charter of Victims' Rights complaints and the outcome

ISU will also provide an annual report to the ELT on trends, emerging issues and business improvements that have been implemented as a result of customer complaints.

11.2 External reporting

ISU will arrange external reporting as follows:

1. The publication of the customer complaint information each financial year in accordance with section 264(3) of the PS Act. The information will detail the number of customer complaints received by the department in the year, including:
 - a) the number resulting in further action, and
 - b) the number resulting in no further action.
2. The inclusion of information in the department's annual report about human rights complaints in accordance with section 97(2)(b) of the HR Act and as otherwise required.
3. The inclusion of information in the department's annual report about the number of Charter of Victims' Rights complaints received and how they were dealt with.

12. Human rights

This policy has been reviewed for compatibility with human rights under the HR Act. The policy was not found to limit any human rights under the HR Act. As such, it is reasonable to conclude the policy is compatible with human rights.

13. Approval

This policy was approved by the Deputy Director-General, Corporate Services on 28 June 2024.

Attachment 1: Contacts

Attachment 2: References

Attachment 3: Definitions

Attachment 4: Referral information

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Version Control

Version	Date	Comments
1	September 2016	Previous reference ISU:PY:2016:44
2	December 2019	Previous reference ISU:2020:05
3	June 2022	Previous reference GPR:PR:2022:19
4	June 2024	ISU:PY:2024:08

Attachment 1: Contacts

Integrity Services Unit

Corporate Services
Department of Housing, Local Government, Planning and Public Works
Level 16, 111 George Street, Brisbane Qld 4000
Email: corporatecompliance@housing.qld.gov.au

Right to Information and Privacy Unit

Legal Services
Corporate Services
Department of Housing, Local Government, Planning and Public Works
Level 11, 60 Albert Street, Brisbane QLD 4000
GPO Box 2457, Brisbane QLD 4001
Email: rti-privacy@epw.qld.gov.au

Legal Services

Corporate Services
Department of Housing, Local Government, Planning and Public Works
Level 11, 60 Albert Street, Brisbane QLD 4000
GPO Box 2457, Brisbane QLD 4001
Email: legalservices@epw.qld.gov.au

Queensland Ombudsman

Level 18, 53 Albert Street, Brisbane Qld 4000
GPO Box 3314, Brisbane Qld 4001
Telephone: 07 3005 7000
Toll Free: 1800 068 908
Email: ombudsman@ombudsman.qld.gov.au

Office of the Information Commissioner Queensland

Level 7, 133 Mary Street, Brisbane, Qld 4000
PO Box 10143, Adelaide Street, Brisbane Qld 4000
Telephone: 07 3234 7373
Toll Free: 1800 642 753
Email: enquiries@oic.qld.gov.au

Queensland Human Rights Commission

Level 20, 53 Albert Street, Brisbane, Qld, 4000
City East Post Shop, PO Box 15565, City East Qld 4002
Telephone: 1300 130 670
Email: enquiries@qhrc.qld.gov.au

Victim Assist Queensland

Telephone: 1300 546 587
Email: victimassist@justice.qld.gov.au

Attachment 2: References

The requirements set out in this document are based on, and are consistent with, relevant Government legislation, regulations, directives, information standards and/or policies at the time of publication.

Legislation and regulations

(The following are accessible via [Queensland Government In Force Legislation](#)).

Crime and Corruption Act 2001
Financial Accountability Act 2009
Human Rights Act 2019
Information Privacy Act 2009
Judicial Review Act 1991
Ombudsman Act 2001
Public Interest Disclosure Act 2010
Public Records Act 2002
Public Sector Act 2022
Residential Tenancies and Rooming Accommodation Act 2008
Right to Information Act 2009
Victims' Commissioner and Sexual Violence Review Board Act 2024

Queensland Government documents

Code of Conduct for the Queensland Public Service
[Commission Chief Executive Directive: Appeals \(04/23\)](#)
Queensland Government – [Human rights complaints](#)
Queensland Government – [Human rights resources](#)
[Queensland Public Service Customer Complaint Management Framework](#)
[Queensland Public Service Customer Complaint Management Guideline](#)

Department of Housing, Local Government, Planning and Public Works documents

The following are accessible on the intranet at Resource Centre > Policies and Procedures:

Customer complaint management procedure (see Integrity)
Employee complaints policy (see HR)
Employee complaints guideline (see HR)
Corrupt conduct prevention policy (see Integrity)
Corrupt conduct prevention procedure (see Integrity)
Public interest disclosure policy (see Integrity)
Public interest disclosure procedure (see Integrity)

Other resources

[Australian Standard 10002:2022 Guidelines for complaint management in organizations](#)

Attachment 3: Definitions

Term	Description
Accessibility	The degree to which a product, system or service is available to as many people as possible
Agency	Refers to a public service entity under section 9 of the <i>Public Sector Act 2022</i> .
Complainant	A person, or their representative, or an organisational representative who makes a complaint to an agency. A representative must be authorised to make the complaint on behalf of the person or organisation, e.g. parent/or relative/person with enduring power of attorney, or officer of an organisation.
Complaint management system	A CMS is all policies, procedures, practices, systems, staff and resources an agency uses to manage customer complaints.
Complaints requiring further action	Customer complaints will require further action if complaints: <ul style="list-style-type: none"> • have resulted in changes to departmental policies, procedures, or practices • are subject to internal review, and/or • are subject to an external review (for example by the Queensland Ombudsman or the Queensland Human Rights Commission)
Complaints requiring no further action	Customer complaints that are finalised and there are no requests for further action by complainants or others.
Corrupt conduct	Has a specific meaning under section 15 of the <i>Crime and Corruption Act 2001</i> .
Customer	Any person who is apparently directly affected by the service or action of the department.
Customer complaint	Has a specific meaning under section 264 (4) of the <i>Public Sector Act 2022</i> and means a complaint about the service or action of the department or its staff, by a person who is apparently directly affected by the service or action. Examples of customer complaints include: <ul style="list-style-type: none"> • a complaint about a decision made or a failure to make a decision by a public sector employee of the public sector entity • a complaint about an act or failure to act of the public sector entity • a complaint about the formulation of a proposal or intention of the public sector entity • a complaint about the making of a recommendation of the public sector entity • a complaint about the customer service provided by a staff member of the public sector entity
Customer complaint management register	A tool used to capture and record customer complaint data, including information about the complainant, their complaint, how the department has resolved the matter, and any reviews undertaken.
Decision maker	An employee assigned to deal with a complaint who has appropriate authority and expertise in their role to examine, action, and respond to that complaint. A decision maker will be independent of the service or action complained about, unless not practical.
Directly affected	<ul style="list-style-type: none"> • Greater than the concerns of a bystander who has no direct interest in the outcome. • Where a person's rights or interests would be affected if the administrative action stood or continued.

Divisional Complaints Coordinator	A departmental employee whose role it is to record customer complaints on a Customer complaint management register, assign the complaint to a decision maker and report on complaints.
Employee	A person employed in the department under the <i>Public Sector Act 2022</i> as a public service officer, general employee, temporary employee, casual employee and/or a person on secondment from another department/agency
External review	A process available for specific types of complaints where an oversight agency, such as the Queensland Ombudsman, or other complaints handling organisation, investigates the handling of a complaint by an agency or deals with complaints that were previously the subject of a complaint to an agency. An external review will only occur after the complainant has progressed through the agency's complaint process in the first instance and exhausted any other internal right of review.
Human rights complaint	A complaint about an alleged contravention of section 58(1) of the <i>Human Rights Act 2019</i> , that the department has: <ul style="list-style-type: none"> acted or made a decision that is not compatible with human rights, or in making a decision, failed to give proper consideration to a human right relevant to the decision.
Internal review	Is a merits review that involves a consideration of whether, based on the information/facts available at the time, the decision made was the correct one (including whether the actions and decisions were lawful, reasonable, fair and not improperly discriminatory). An internal review is not a re-investigation of the complaint; it is an impartial review of a decision made about a complaint undertaken by an appropriate officer independent from the original decision-maker.
Privacy complaint	A complaint by an individual about an act or practice of an agency in relation to the individual's personal information that is allegedly a breach of the agency's obligation under the <i>Information Privacy Act 2009</i> (IP Act) to comply with the privacy principles or an approval under section 157 of the IP Act.
Procedural fairness	Providing any party who may be affected by a customer complaint with a fair hearing and a reasonable opportunity to respond and a lack of bias in considering the matter.
Public interest disclosure	Has a specific meaning under sections 12 to 17 of the <i>Public Interest Disclosure Act 2010</i> .
Responsible officer	An employee assigned responsibility by the decision maker to undertake enquiries into a complaint or conduct an internal review, for consideration by the decision maker.
Staff or staff member	Includes employees of the department as well as other persons who perform work for the department including contractors, students gaining work experience and volunteers. The term 'contractor' includes on-hired temporary labour services (agency staff).
System improvement	A system improvement may involve one or more of the following: <ul style="list-style-type: none"> referral for consideration of legislative or policy change development or review of policy, procedures, services, or programs process improvement (i.e. changes to procedures and workplace practices) expert assistance, staff development or performance improvement monitoring compliance and/or other action to ensure that similar matters are handled appropriately in future.
Unreasonable complainant conduct	Any behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues. Examples of unreasonable complainant conduct can include unreasonable persistence; unreasonable demands; unreasonable lack of cooperation; unreasonable arguments; and unreasonable behaviour

Victim	Has a specific meaning under section 6(1) of the <i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i> . A victim is a person who suffers harm— <ul style="list-style-type: none">• because a criminal offence is committed against the person; or• because the person is a family member or dependant of another person who suffers harm because a criminal offence is committed against the other person; or• as a direct result of intervening to help another person who suffers harm or dies because a criminal offence is committed against the other person; or• because the person is a witness of a criminal offence committed against another person
Vulnerability	A state of being especially susceptible to detriment due to circumstances including disability, age, literacy levels, gender, trauma, stress and location – rural/remote and/or homeless.

Attachment 4: Contacts for complaints not covered by the Customer complaint management policy

Nature of complaint	Contact	Relevant links
Corrupt conduct	Integrity Services Unit Email: IntegrityServices@housing.qld.gov.au	Corrupt conduct prevention policy Corrupt conduct prevention procedure Crime and Corruption Act 2001
Public Interest Disclosure	Integrity Services Unit Email: IntegrityServices@housing.qld.gov.au	Public interest disclosure policy Public interest disclosure procedure Public Interest Disclosure Act 2010
Employee complaints (grievances) Employee appeals	Local HR Business Partner in the first instance	Employee complaints policy Employee complaints guideline
Reviewable decisions that are dealt with under the <i>Housing Act 2003</i>	Housing Act Reviews Team (HART) (07) 3013 2666 Email: regulatoryservices@housing.qld.gov.au	Housing Act 2003
Contractual complaints	Local manager in the first instance	
Complaints subject to legal proceedings	Local manager in the first instance and consult with the General Counsel, Legal Services Email: legalservices@epw.qld.gov.au	
Complaints regarding access application decisions under the <i>Right to Information Act 2009</i>	Manager, Right to Information and Privacy, Legal Services Email: RTI-Privacy@epw.qld.gov.au	Right to Information Act 2009 Chapter 3, Part 2
Complaints regarding Prequalification	Manager, Building Policy and Practice (07) 3008 2511	