

Customer Complaint Data Report: 2024–2025

The Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism is required to report annually on customer complaints to ensure compliance with section 264(3) of the *Public Sector Act 2022* (Qld).

Customer complaints¹ received between 1 July 2024 and 30 June 2025

Total number of complaints received	Total number of complaints resulting in further action ²	Total number of complaints resulting in no further action ³	Total number of complaints that engaged human rights ⁴	Total number of complaints identified as Charter of Victims' Rights complaints ⁵
5	0	5	0	0

Notes:

1. A customer complaint is defined in section 264(4) of the *Public Sector Act 2022* (Qld).
2. 'Further action' is defined as some form of response to the complaint, including an initial assessment and where a complaint has yet to be assessed. A further response may also include gathering details or evidence about the incident, conducting a review of any type, gathering a response from staff, or referral to the service area for appropriate action.
3. 'No further action' includes when a complainant is provided with further information or advice.
4. The department's Annual Report for 2024–2025 states that there were no customer complaints that were identified to have engaged human rights during the financial year (page 29, DWATSIPM 2024–2025 Annual Report).
5. Under the *Victims' Commissioner and Sexual Violence Review Board Act 2024*, all Queensland Government entities are required to include information in their annual reports on complaints that the entity has received relating to the Charter of Victims' Rights. The department's 2024–2025 Annual Report states that there were no complaints identified as Charter of Victims' Rights complaints during the reporting period (page 29, DWATSIPM 2024–2025 Annual Report).