

Customer Complaints Report

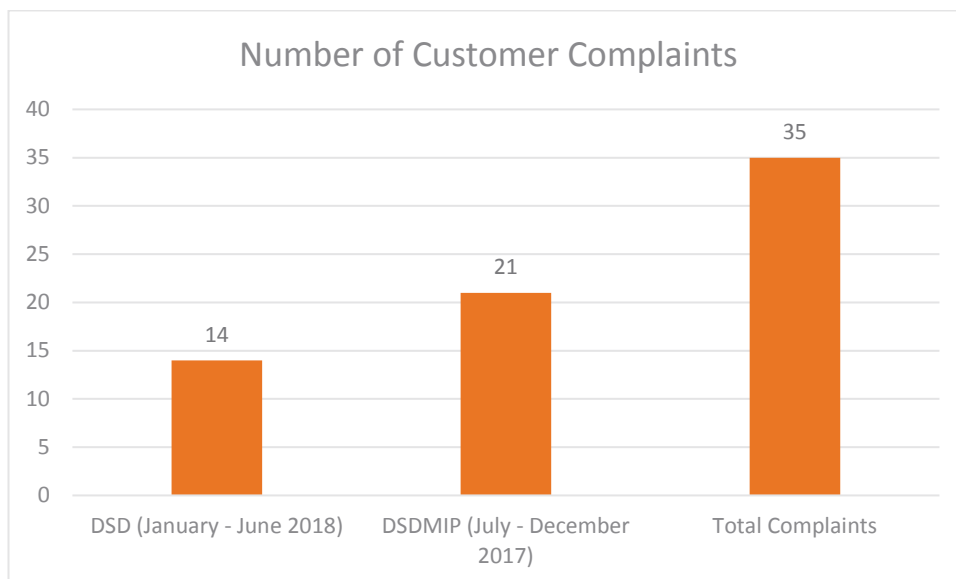
Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)

2017-18

Due to Machinery of Government changes which took effect in December 2017, this report incorporates data from the former Department of State Development (DSD) from 1 July 2017 to 31 December 2017 and DSDMIP from 1 January 2018 to 30 June 2018. Total complaint numbers for the financial year area also provided.

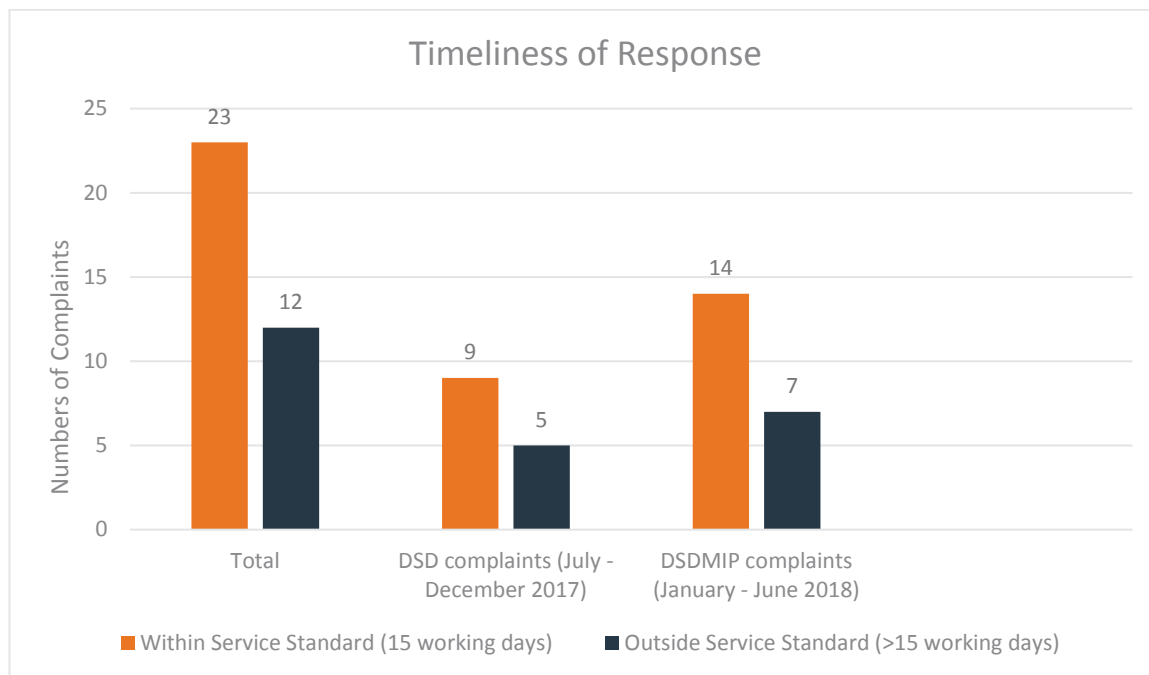
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Total Customer Complaints



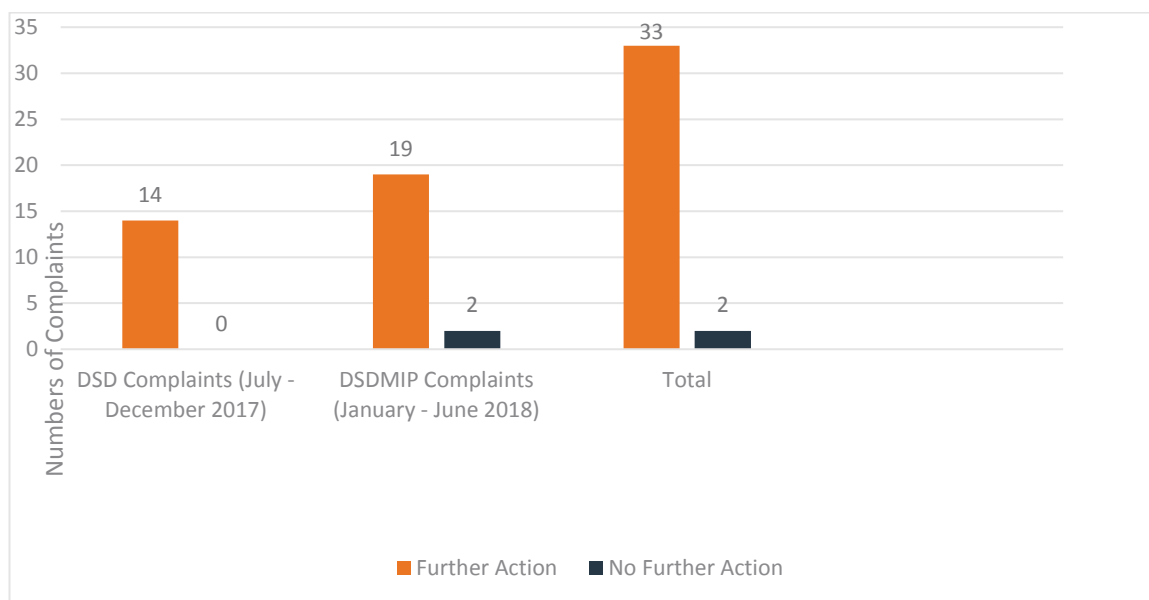
There were 35 customer complaints for the 2017–18 financial year – 14 complaints for DSD from July to December 2017 and 21 complaints for DSDMIP from January to June 2018. The increase in customer complaints between the two halves of the year is due to Economic Development Queensland (EDQ) being transferred to DSDMIP from January 2018. EDQ experience a high volume of complaints relating to infrastructure developments and associated works.

Timeliness of Response



In 2017–18, 66 per cent of customer complaints were responded to within DSDMIP’s service standard of 15 working days.

Complaint Outcomes



In 2017–18, 94 per cent or a total of 33 customer complaints were assessed as requiring further action. The further action taken can include providing further information or feedback, changing a department process, solving a problem or reversing a decision previously made by the department.