

FAMILY RESPONSIBILITIES COMMISSION

CUSTOMER COMPLAINTS DATA REPORT

1 JULY 2023 TO 30 JUNE 2024

Total number of complaints received	Total number of Complaints resulting in further action	Total number of complaints resulting in no further action	Total number of complaints still in progress as at 30 June 2024
1	1	0	1

Notes:

1. The Family Responsibilities Commission is required to report annually on its customer complaints to ensure compliance with section 264(3) of the *Public Sector Act 2022* (Qld).
2. 'Further action' is defined as any complaint that requires some assessment and/or investigation by the Complaints Coordinating Officer at any stage of the complaint lifecycle, per the FRC's External Complaints Management Policy.
3. 'No further action' is defined as a level one complaint which does not escalate to a formal complaint process to be assessed and/or investigated by the Complaints Coordinating Officer, per the FRC's External Complaints Management Policy.