



FAMILY RESPONSIBILITIES COMMISSION

CUSTOMER COMPLAINTS DATA REPORT 1 July 2019 to 30 June 2020

Total number of complaints received	Total number of complaints resulting in further action	Total number of complaints resulting in <u>no</u> further action	Total number of complaints still in progress as at 30 June 2020
1	0	1	0

Notes:

1. A customer complaint is defined in section 219A(4) of the *Public Service Act 2008* (Qld).
2. Further action includes:
 - a request for an internal review
 - customer complaints that result in changes to Commission policies, procedures or practices or
 - a request for an external review, such as with the Queensland Ombudsman.