



**Electoral Commission**  
QUEENSLAND

# **Customer Complaints**

## **Annual Report 2023-24**

**30 September 2024**

## 2023-24 Customer Complaints - Annual Report

In accordance with section 264(3) of the *Public Sector Act 2022*, the Electoral Commissioner publishes annual statistics on customer complaints received by the Electoral Commission of Queensland.

A customer complaint is a complaint about an ECQ service, action or decision, or an expression of dissatisfaction about a breach of privacy or human rights.

In the 2023-24 financial year, the Electoral Commission of Queensland received 1175 submissions of customer complaints or feedback. Most of these were related to the 2024 Local Government Elections, which were held on Saturday 16 March 2024.

83% of the submissions (974 in total) received by the ECQ during this period were accepted as customer complaints or feedback, as per the definition in the ECQ Complaints Management Policy. 13 of these required a further action, review or investigation to be undertaken, or an amendment made to an ECQ publication or website.

961 did not require any further action and all were resolved in accordance with ECQ policies and procedures.

All feedback received by the ECQ during the complaints process is used by the ECQ for election planning purposes, business improvement and enhancement of future service delivery.

All complaints made to the ECQ are also reviewed with consideration to the rights protected under the *Human Rights Act 2019*. In 2023-24, the ECQ received 9 submissions which referenced human rights via the feedback and customer complaints process. All submissions were assessed in accordance with the legislation and one complaint was found to have merit. While it was not possible for the ECQ to facilitate a change to the process that was the subject of the complaint at that time, the complainant was informed of other methods by which they could successfully engage with the ECQ in order to complete their intended process. This feedback will be considered for future system upgrades as part of ongoing business improvement.

<b>Total submissions received in FY 2023-24</b>	1175
<b>Submissions accepted as customer complaints</b>	974
<b>Complaints resulting in no further action</b>	961
<b>Complaints resulting in further action</b>	13
<b>Complaints ongoing as of 30 June 2024</b>	1