

Complaints Matter (Queensland Government Agencies) Report (2010)

This investigation reviewed the complaints management systems of Queensland Government agencies. The Ombudsman assessed the complaints management systems in respect of their visibility, accessibility, responsiveness, fairness, objectivity, timeliness and the systems in place to record and analyse complaint data. The Ombudsman made more than 300 recommendations to improve complaints management systems, nearly all of which were accepted. The report was tabled on 4 February 2010.

Reports

- [Complaints Matter Report: A review of the complaints management systems of Queensland Government agencies \(PDF 2.2MB\)](#)

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