

Appendix B: Statistical report

Table 1: Contacts received by file type¹

	2018-19	2019-20	2020-21
Complaint	7,817	7,207	7,051
Out of jurisdiction	2,858	2,677	2,553
Enquiry	869	1,040	990
Review request	132	150	164
Total	11,676	11,074	10,758

1. Excludes investigations initiated by the Ombudsman.

Table 2: Contacts received by channel type

	2018-19	2019-20	2020-21
Telephone ¹	7,195	6,287	5,916
Online ²	3,741	3,858	4,052
Other ³	740	929	790
Total	11,676	11,074	10,758

1. Telephone includes messages left via voicemail and Prisoner PhoneLink.
 2. Online includes email and the online complaint form.
 3. Other includes in-person complaints, correctional centre interviews and written complaints.

Table 3: Complaints received by agency type

	2018-19	2019-20	2020-21
State departments	4,358	3,934	4,090
Statutory authorities	1,068	1,053	983
Local councils	2,047	1,859	1,731
Public universities	340	352	233
Other/unknown/ private/confidential	4	9	14
Total	7,817	7,207	7,051

Table 4: Complaints received about statutory authorities

	2018-19	2019-20	2020-21
Queensland Building and Construction Commission	213	196	228
The Public Trustee	183	194	155
Legal Aid Queensland	140	132	108
TAFE Queensland	114	86	104
WorkCover Queensland	98	115	88
Office of the Health Ombudsman	110	105	82
Legal Services Commission	34	22	25
Residential Tenancies Authority	25	33	20
Queensland Urban Utilities	24	24	16
Unity Water	20	10	7
Other statutory authorities ¹	107	136	150
Total	1,068	1,053	983

1. For 2020-21, other statutory agencies with complaints included: Queensland Rail (11), Energy and Water Ombudsman (9), Electoral Commission (9), Office of the Independent Assessor (9), Queensland Racing Integrity Commission (8), Office of the Information Commissioner (8), Gold Coast Waterways Authority (8), SEQWater (8), Queensland Rural and Industry Development Authority (7).

Table 5: Complaints received about state departments

	Notes	2018-19	2019-20	2020-21																																														
Queensland Corrective Services		825	981	872	<p>1. Machinery of Government changes became effective November 2020 and were implemented in the Office's case management system for complaints received from 1 December 2020. The departments particularly impacting the recording of complaints by this Office are:</p> <table border="1"> <thead> <tr> <th colspan="2">Pre-November 2020 structure</th> <th>Department from November 2020 onwards</th> </tr> <tr> <th>Department</th> <th>Division</th> <th></th> </tr> </thead> <tbody> <tr> <td rowspan="2">Child Safety, Youth and Women</td> <td>Child Safety and Youth Justice</td> <td>Children, Youth Justice and Multicultural Affairs</td> </tr> <tr> <td>Women and Violence Prevention</td> <td>Justice and Attorney-General</td> </tr> <tr> <td rowspan="3">Housing and Public Works</td> <td>Building and Asset Management</td> <td>Energy & Public Works</td> </tr> <tr> <td>Sport and Recreation</td> <td>Tourism, Innovation and Sport</td> </tr> <tr> <td>Housing and Digital Economy</td> <td>Communities, Housing and Digital Economy</td> </tr> <tr> <td rowspan="2">Communities, Disability Services and Seniors</td> <td>Communities</td> <td>Communities, Housing and Digital Economy</td> </tr> <tr> <td>Seniors and Disability Services</td> <td>Seniors, Disability Services, Aboriginal and Torres Strait Islander Partnerships</td> </tr> <tr> <td>Aboriginal and Torres Strait Islander Partnerships</td> <td>-</td> <td>Seniors, Disability Services, Aboriginal and Torres Strait Islander Partnerships</td> </tr> <tr> <td rowspan="2">State Development, Tourism and Innovation</td> <td>State Development</td> <td>State Development, Infrastructure, Local Government and Planning</td> </tr> <tr> <td>Tourism</td> <td>Tourism, Innovation and Sport</td> </tr> <tr> <td rowspan="3">Local Government, Racing and Multicultural Affairs</td> <td>Local Government</td> <td>State Development, Infrastructure, Local Government and Planning</td> </tr> <tr> <td>Racing</td> <td>Education</td> </tr> <tr> <td>Multicultural Affairs</td> <td>Children, Youth Justice and Multicultural Affairs</td> </tr> <tr> <td rowspan="3">Natural Resources, Mines and Energy</td> <td>Natural Resources and Mines</td> <td>Resources</td> </tr> <tr> <td>Water</td> <td>Regional Development, Manufacturing and Water</td> </tr> <tr> <td>Energy</td> <td>Energy and Public Works</td> </tr> </tbody> </table> <p>2. In May 2019, responsibility for Youth Justice Services moved from the Department of Child Safety, Youth and Women to the Department of Youth Justice</p> <p>3. For 2020-21, other state government department complaints included those from: Department of Natural Resources, Mines and Energy (19), Department of Resources (14), Department of Regional Development, Manufacturing and Water (5), Energy and Public Works (9), Department of Agriculture and Fisheries (50), Department of Environment and Science (53), Department of Employment, Small Business and Training (20), QSuper (2), Department of State Development, Tourism and Innovation (4), Department of State Development, Infrastructure, Local Government and Planning (5), Tourism Innovation and Sport (1)</p>	Pre-November 2020 structure		Department from November 2020 onwards	Department	Division		Child Safety, Youth and Women	Child Safety and Youth Justice	Children, Youth Justice and Multicultural Affairs	Women and Violence Prevention	Justice and Attorney-General	Housing and Public Works	Building and Asset Management	Energy & Public Works	Sport and Recreation	Tourism, Innovation and Sport	Housing and Digital Economy	Communities, Housing and Digital Economy	Communities, Disability Services and Seniors	Communities	Communities, Housing and Digital Economy	Seniors and Disability Services	Seniors, Disability Services, Aboriginal and Torres Strait Islander Partnerships	Aboriginal and Torres Strait Islander Partnerships	-	Seniors, Disability Services, Aboriginal and Torres Strait Islander Partnerships	State Development, Tourism and Innovation	State Development	State Development, Infrastructure, Local Government and Planning	Tourism	Tourism, Innovation and Sport	Local Government, Racing and Multicultural Affairs	Local Government	State Development, Infrastructure, Local Government and Planning	Racing	Education	Multicultural Affairs	Children, Youth Justice and Multicultural Affairs	Natural Resources, Mines and Energy	Natural Resources and Mines	Resources	Water	Regional Development, Manufacturing and Water	Energy	Energy and Public Works
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Department of Education		570	512	493																																														
Queensland Health		427	351	488																																														
Department of Children, Youth Justice and Multicultural Affairs	¹	-		413																																														
Department of Communities, Housing and Digital Economy	¹			286																																														
Department of Justice and Attorney-General	¹	258	216	264																																														
Department of Transport and Main Roads		328	296	264																																														
Department of Child Safety, Youth and Women	¹	680	609	263																																														
Queensland Treasury		280	127	210																																														
Department of Housing and Public Works	¹	591	516	229																																														
Department of Seniors, Disability Services, Aboriginal and Torres Strait Islander Partnerships	¹			47																																														
Queensland Police Service		84	50	43																																														
Department of Youth Justice	^{1, 2}	-	38	12																																														
Queensland Fire and Emergency Services		40	15	11																																														
Public Safety Business Agency		1	-	8																																														
Department of Communities, Disability Services and Seniors	¹	49	12	4																																														
Department of the Premier and Cabinet		2	9	1																																														
Other state government entities	^{1, 3}	223	202	182																																														
Total		4,358	3,934	4,090																																														

Table 6: Complaints received about local councils by category

	2018-19	2019-20	2020-21
Laws and enforcement	288	199	226
Environmental management	260	231	209
Conduct	67	168	187
Development and building controls	298	252	184
Rates and valuations	223	158	143
Roads	164	115	92
Sewerage and drainage	74	70	67
Internal review / appeal	56	65	61
Financial management	33	76	50
Water supply	64	53	48
Council properties	70	54	41
Complaint management	69	52	37
Other ¹	381	366	386
Total	2,047	1,859	1,731

1. For 2020-21, other complaint categories included: land use and planning (42), personnel (40), governance (29), parks and reserves (53), customer service (51), investigation (20), decision (17), waste management (23), information management (11), traffic and transport (25), legal services (20), documentation (20), PID process (9), public health (8), procedure (9), reasons (1), and risk management (8).

Table 7: Complaints received about public universities by category

In 2019-20, the Office updated the categories used to record complaints about public universities to better reflect the nature of the complaint and for improved inter-jurisdictional comparison. As such, the categories of complaints prior to 2019-20 are not comparable and have been shown separately.

	2019-20	2020-21
Fees, refunds, charges, written agreements	45	39
Grades, assessment, examinations	72	32
Student grievance	15	25
Deferral, suspension, cancellation	18	24
Attendance, progress, course duration, course content	44	20
Internal review / appeal	11	10
Conduct	12	9
Enrolment	42	9
Management of academic misconduct	21	9
Transfers between providers	25	8
Request for academic transcript, certificate or other records	4	5
Employee grievance	10	4
Provider complaints and appeal process	5	3
Other	28	36
Total	352	233

	2018-19
Student grievance	95
Exclusion	95
Assessment and review of grade	54
Enrolment	51
Employee grievance	16
Internal review	12
Investigation	7
Other	10
Total	340

Table 8: Complaints received and brought forward^{1,2}

	2018-19	2019-20	2020-21
Complaints received from contacts	7,817	7,207 ³	7,051
Complaints brought forward	153	184	176
1. Complaints brought forward may be reclassified on preliminary assessment. 2. Excludes investigations initiated by the Ombudsman. 3. Revised from 7,204 reported in 2019-20.			

Table 9: Complaints finalised and brought forward¹

	2018-19	2019-20	2020-21
Complaints finalised	7,831	7,231	6,994
Complaints open at year end	184	176	211
1. Excludes investigations initiated by the Ombudsman.			

Table 10: Reasons why complaints were finalised at preliminary assessment

	2018-19	2019-20 ¹	2020-21
Referred for internal review by agency	4,802	4,408	3,572
Await outcome of current decision process	718	554	285
Appeal right should be exhausted	268	308	1,122
Other complaints entity has investigated/ will investigate	243	346	315
Insufficient information / Complaint to be put in writing	222	136	158
Not accepted as representative complaint	-	41	99
Investigation unnecessary or unjustifiable	68	97	91
Out of time	51	88	86
Appeal right exhausted and further investigation unnecessary	57	49	44
Out of jurisdiction	39	18	7
Insufficient direct interest	48	12	71
Other	1	-	6
Total	6,517	6,057	5,856
1. Revised total from 6,050 reported in 2019-20.			

Table 11: Outcome of complaints/investigations finalised

	2018-19	2019-20	2020-21
Finalised at preliminary assessment ¹	6,517	6,057 ²	5,856
Declined at outset/ preliminary assessment	6,517	6,057 ²	5,856
Rectified during preliminary assessment	-	-	-
Withdrawn	82	41	79
Withdrawn by complainant before investigation commenced	65	34	72
Withdrawn by complainant during investigation	17	7	7
Investigated ³	1,238	1,133 ⁴	1,064
Investigation discontinued	311	274	362
Investigation completed	927	859	702
Total	7,837	7,231	6,999

1. Includes complaints declined for further investigation as the matter remains premature with complaint pathways still available to the complainant.
2. Revised from 6,050 reported in 2019-20.
3. Investigations include complaints or PIDs referred for investigation after a preliminary assessment and Ombudsman initiatives.
4. Revised from 1,140 reported in 2019-20.

Table 12: Time to finalise complaints

	2018-19	2019-20	2020-21
Less than 10 days	81%	85%	82%
10-30 days	13%	9%	11%
31-60 days	3%	3%	4%
61-90 days	<1%	<1%	<1%
91-180 days	1%	<2%	1%
181-270 days	<1%	<1%	<1%
271-365 days	<1%	<1%	<1%
More than 365 days	<1%	<1%	<1%

Table 13: State agency outcomes

	2018-19	2019-20	2020-21
No further investigation warranted	184	154	234
No error identified	401	337	328
Rectified	118	101	82
- Informally resolved	111	81	79
- Finding of administrative error	7	20	3
Withdrawn	7	5	4
Total	710	597	648
- State departments	502	408	433
- Statutory authorities	208	189	215

Table 14: Local council outcomes

	2018-19	2019-20	2020-21
No further investigation warranted	110	104	113
No error identified	217	197	164
Rectified	58	51	38
- Informally resolved	57	51	34
- Finding of administrative error	1	-	4
Withdrawn	3	-	1
Total	388	352	316

Table 15: Public university outcomes

	2018-19	2019-20	2020-21
No further investigation warranted	17	15	15
No error identified	117	151	65
Rectified	16	21	25
- Informally resolved	16	21	25
- Finding of administrative error	-	-	-
Withdrawn	7	2	2
Total	157	189	107

Table 16: Types of administrative errors found through investigations¹

	2018-19	2019-20	2020-21
Unreasonable or unjust	7	17	4
Contrary to law	1	3	1
Based on a mistake of law or fact	-	-	1
Wrong	-	-	1
Total	8	20	7

1. Administrative error types relate only to recommendations made by the Ombudsman. Agreed actions are excluded.

Table 17 Investigative recommendations categories

	2018-19	2019-20	2020-21
Improve policy or procedure	77	87	51
Provide better explanation or reasons	46	34	37
Review decision	30	36	33
Expedite action	29	36	28
Change decision	29	16	16
Follow policy or procedure	5	7	10
Explanation given by agency	13	13	7
Admit error or apologise	7	4	4
Provide training	3	2	3
No action necessary by agency	1	1	1
Financial remedy	9	8	-
Other	1		-
Total	250	244	190

Table 18 Types of recommendations made to public sector agencies

	2018-19	2019-20	2020-21
Formal	30	30	1
Agreed	220	214	189
Total	250	244	190

Table 19: Number of recommendations made to public sector agencies

	2018-19	2019-20	2020-21
Direct benefit	145	126	116
Systemic	105	118	74
Total	250	244	190

Table 20: Agencies that participated in group session training for Good decisions (GD), Public sector ethics (PSE), Complaints management (CM) and Managing unreasonable complainant conduct (MUCC)

Agency type	Name	Training type
Local councils	Banana Shire Council	CM
	Brisbane City Council	GD
	City of Gold Coast	GD
	Fraser Coast Regional Council	MUCC
	Logan City Council	CM
	Longreach Regional Council	GD, CM
	Winton Regional Council	CM
State agencies	Department of Agriculture and Fisheries	GD, MUCC
	Office of the Director of Child Protection Litigation	GD
	Department of Education	GD
	Department of Housing and Public Works	CM
	Department of Justice and Attorney-General	MUCC
	Department of the Premier and Cabinet	PSE
	Department of Resources	MUCC
	Department of Transport and Main Roads	GD, CM
	Forensic Disability Service	GD
	Great Barrier Reef Marine Park Authority	CM
	Legal Aid Queensland	GD
	Office of Industrial Relations	CM
	Queensland Corrective Services	GD
	Queensland Building and Construction Commission	GD, PSE, CM, MUCC
	Resources Safety and Health Queensland	CM
	Unity Water	CM, MUCC
	Wet Tropics Management Authority	GD

Table 21: PID training sessions and participant numbers

	2018-19		2019-20		2020-21	
	Session No.	Participant No.	Session No.	Participant No.	Session No.	Participant No.
PID Training Module 1: Assessment and Management (open) ¹	5	142	2	81	-	-
PID Training Module 2: Risk Assessment and Protection (open)	5	134	2	60	-	-
PID Training Module 3: Support (open)	2	59	3	82	-	-
PID Training Module 1: Assessment and Management (agency) ²	1	18	1	42	5	59
PID Training Module 2: Risk Assessment and Protection (agency)	-	-	1	40	-	-
PID Training Module 3: Support (agency)	-	-	3	33	4	105
PID Training Modules 1, 2 and 3: PID Management (agency)	2	30	7	84	1	7
PID Introductory Workshop (open)	4	73	-	-	-	-
PID Introductory Workshop (agency)	20	239	10	105	3	20
Managing Organisational Risk	-	-	-	-	4	52
Training of 3 hours + duration	39	695	29	527	17	243
PID Awareness Session (open)	1	17	-	-	-	-
PID Awareness Session (agency)	18	335	21	360	3	27
PID Managing Organisational Risk (agency)	-	-	-	-	10	115
Other PID presentations	22	307	12	345	5	64
Total	80	1,354	62	1,232	35	449

1. Open sessions are publicised to all agencies, and participants from a number of agencies attend.
2. Agency sessions are presented in-house and tailored to the requirements of the client agency.