

Annual Customer Complaints Report

2024-2025

Customer complaints provide QLeave with the opportunities to reflect, evaluate, improve our decisions, elevate service standards and optimise processes. Our Customer Complaints Management Framework, Policy and Procedure aligns with the Queensland Government Customer Complaints Management Framework and Guideline.

This report is prepared to meet the requirements of section 264 (3) of the *Public Sector Act 2022* (Qld). The details in this report are categorised based on the legislation under which the three schemes of Portable Long Service Leave are administered by QLeave.

Annual Customer Complaint Statistics		
Total number of complaints received	Number of complaints that resulted in further action ¹	Number of complaints that resulted in no further action
<i>Building and Construction Industry (Portable Long Service Leave) Act 1991</i>		
17	0	17
<i>Contract Cleaning Industry (Portable Long Service Leave) Act 2005</i>		
1	0	1
<i>Community Services Industry (Portable Long Service Leave) Act 2020</i>		
5	3	2

¹ Further actions include:

- Required an internal review or assessment.
- Resulted in changes to QLeave policies, procedures or practices.