

Job Task No. – 20/3815 refers

CSS Data (including Client Service matters)

Number of complaints – 1721

Further Action – 1329

No Further Action – 392

Policelink Data (obtained from ELT Report Apr-Jun 2020)

Total number of Policelink complaints – 3185

Action Taken – 158

NFA – 2940

Still Open - 87

Queensland Police Service: Customer Complaints reporting 2019-20

The following information is provided pursuant to section 219A Public Service Act 2008 (Qld):

Number of customer complaints received in 2018/2019:	4906
Number of those complaints resulting in further action:	1574
Number of those complaints resulting in no further action:	3332

Caveat

Data is accurate as at 21 August 2020, though may be subject to change and further revision.

Complaints resulting in further action refer to matters where additional actions and/or further investigation was necessary before the matter could be finalised. Some of these matters may still be open.

Complaints resulting in no further action include matters able to be resolved with minimal inquiries and/or without the necessity for any additional inquiries or actions.