

Complaint Data Publishing 2020-21

CSS Data (including Client Service matters)

Number of complaints – 1433 (Client Service 187)

Further Action – 1075

No Further Action – 358

PIPS Data (including Client Service matters)

Number of complaints – 290 (Client Service 26)

Further Action – 234

No Further Action – 56

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

Total number of Policelink complaints – 2957

Action Taken – 125

NFA – 2832

Queensland Police Service: Customer Complaints reporting 2020-21

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

Number of customer complaints received in 2020-21: 4680

Number of those complaints resulting in further action: 1434

Number of those complaints resulting in no further action: 3246

Caveat

Data is accurate as at 7 September 2021, 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 formal inquiries or actions.

The above complaint data was extracted from a combination of two Queensland Police Service (QPS) complaint databases. The QPS Client Service System (CSS) was current for the period 1 July 2020 to 9 May 2021. The Police Integrity and Professional Standards (PIPS) complaint database was current for the period 10 May 2021 to 30 June 2021. Whilst care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or the Queensland Police Service for any errors, omissions or inaccuracies.