



Quarterly Complaints Report

for Executive Director, Government Relations and Corporate Services

Summary

Volume of complaints

There were **20 total complaints received** during the quarter of 1 January 2024 and 31 March 2024. The total number of complaints was an decrease compared to the 31 complaints received during the October to December 2023 quarter.

Subject of complaints

One of the complaints made this quarter pertained to the conduct of the QFCC or its staff. The complaint related to the use of child’s image that the complainant claimed were related to child sex trafficking. QFCC staff liaised with staff from Australian Centre to Counter Child Exploitation (ACCCE) and confirmed that the image was not of concern. The Principal Commissioner was made aware of the complaint, and the decision was made not to take any further action.

Of the 19 remaining complaints, **eight complaints pertained to child safety concerns / complaints** while **three related to blue card concerns and complaints.** The remaining complaints related to several matters including custody arrangements and home education.

An additional 5 communications were received but were unable to be categorised as the enquiry was unclear, a voicemail was left by QFCC, but the recipient did not respond and/ or limited information relating to the correspondence.

Mode

11 complaints were received via email, 8 by phone and one via the QFCC website contact form.

