

Customer complaints data report 2025-26

The department's Customer complaints management framework promotes better practice across the state and ensures compliance with section 264 of the *Public Sector Act 2022* (Qld).

The department continues to actively monitor the implementation of its customer complaints management approach and continues to review and refine data collection methods to ensure consistency and accuracy.

Department of Education customer complaints ¹ for 2025-26	
Number of customer complaints received by the department in the year ¹	3,112
Number of those customer complaints resulting in further action ^{2,3}	671
Number of those customer complaints resulting in no further action ^{2,4}	2,232
Number of those customer complaints still in progress as at 30 June 2026	209

Notes

1. Customer complaints are managed in accordance with the department's Customer complaint management framework.
2. From 1 July 2025, the department updated its approach to reporting complaint outcomes to streamline reporting across overlapping processes, expand remedy categories, and improve data accuracy. Data for 2025-26 is therefore not comparable with previous years.
3. Further action includes: policy/procedure/practice review; internal review; internal mediation; external review, mediation or conciliation; new decision made or recommended to be made; staff performance management or referral for discipline; staff training; financial compensation; and other remedy.
4. No further action includes: an apology; further explanation provided; and no remedy provided.