

Queensland Police Service: Customer Complaints reporting 2014-15

The following information is provided in accordance with section 219A of the [Public Service Act 2008 \(Qld\)](#):

Number of customer complaints received in 2014/2015:	3411
Number of allegations finalised in 2014/2015 resulting in further action:	1350
Number of allegations finalised in 2014/2015 resulting in no further action:	3697

Caveat

Data is accurate as at 24 August 2015, though may be subject to change and revision.

Customer complaints includes 'client service complaints' which captures all complaints, including those matters where the complainant is *not* directly affected by the service of actions of the agency or its members, complaints of off-duty or private conduct of members where there is no nexus with their duties, and service delivery issues. Customer complaint data includes matters reported through PoliceLink, but resolved locally. Where PoliceLink matters do not result in a complaint against police being submitted, the resolution of that matter is not recorded as an allegation finalised in the above data.

Complaint outcomes are based on individual allegations of complaints that are closed during the period. There may be more than one allegation for each complaint, for example one complaint may include one allegation of excessive force and another for incivility. In that case it is one complaint and two allegations. Allegations finalised in the 2014/15 financial year may relate to complaints made in previous financial years.

Allegations resulting in further action include those matters finalised as substantiated and managerial action. Allegations resulting in no further action include those matters finalised as exonerated, no further action, and not substantiated.

Client service concerns that are raised and resolved at local level may not be centrally captured and recorded for statistical purposes. That may include, but not limited to, correspondence addressed directly to a local station where the nature of the complaint does not meet the threshold to record the complaint on the complaint management system which can be resolved locally.

For further information:

Information about compliments and complaints can be found at:
<https://www.police.qld.gov.au/online/ComplimentsandComplaints.htm>

Information about the Police Integrity Framework can be found at:
<https://www.police.qld.gov.au/corporatedocs/reportsPublications/other/Documents/QPS-ESC-Integrity-Framework.pdf>



Ethical Standards Command

Because it's the right thing to do

