

Complaint Data Publishing 2024 - 2025

Financial Years	Complaint Received	Allegations	No Further Action	Further Action
24/25	7376	7271	6239	1032

Caveat

- *Data is current as at 20 August 2026, though may be subject to change and further revision.*
- *A complaint is classified as behaviour which constitutes misconduct or discipline conduct and has been recorded in the Queensland Police Service, Ethical Standards Command, Police Integrity and Professional Standards (PIPS) system. Complaints reported to PoliceLink are also included in the total complaints received.*
- *Allegations resulting in 'further action' are based on the final outcome of the investigation that have resulted in a subject member receiving either Local Managerial Resolution or being referred to a discipline hearing.*
- *Complaints resulting in 'no further action' relate to a matter where there is insufficient evidence to substantiate the allegation on the balance of probabilities.*
- *The above complaint data was extracted from the Ethical Standards Command PIPS database that commenced in May 2021. This data is not directly comparable with previously reported complaint data.*

Data Dictionary**Complaint Management:**

- *Customer complaint data includes matters reported through Policelink, advocacy agencies, the Crime and Corruption Commission (CCC), and those submitted directly to the Queensland Police Service (QPS).*
- *Not all complaints result in allegations; those without an allegation are assessed and managed as client service matters.*
- *Complaints that proceed to allegations may contain multiple allegations. Each allegation is assessed and finalised individually, rather than as part of the overall complaint.*

Allegation outcomes:

*Allegations finalised under the following categories are classified as **Further Action**:*

- *Hearing*
- *Abbreviated Discipline Process*
- *Professional Development Strategy Outcome*
- *Service Disciplinary Declaration (applicable to both staff members and sworn officers)*
- *All other allegations where no remedial action is undertaken are classified as **No Further Action**.*