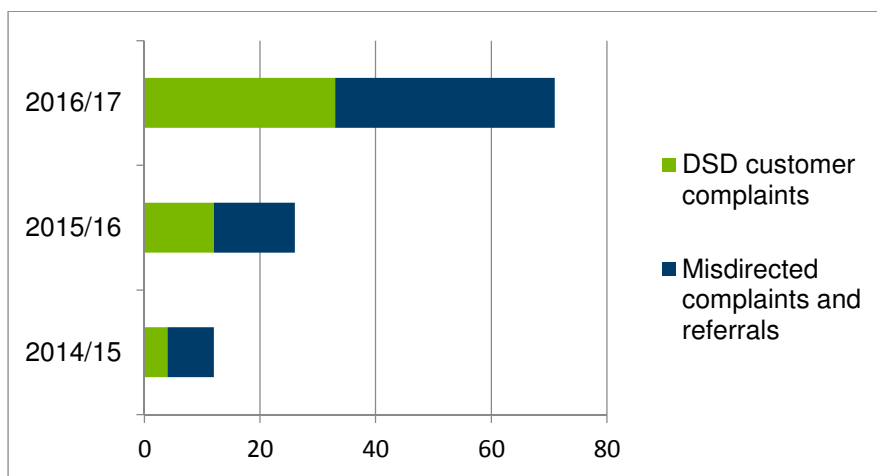


## Customer complaints management in 2016/17

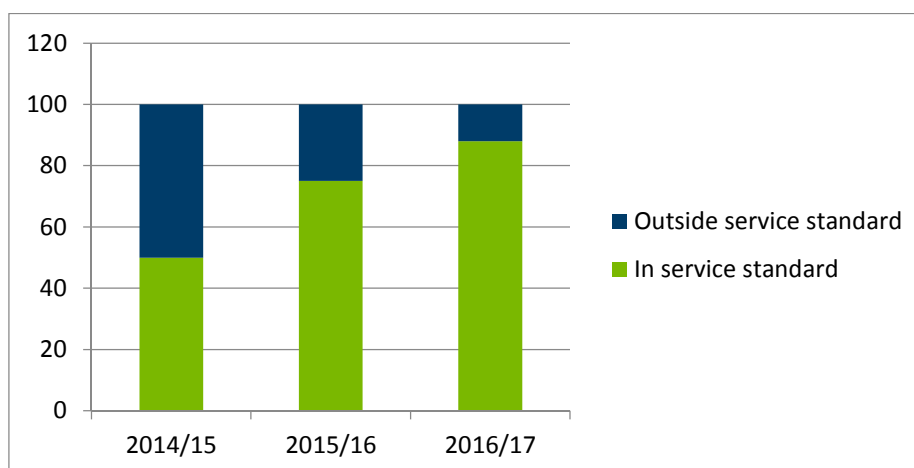
The Department of State Development (DSD) is committed to actively listening and responding to complaints, as a valuable way to continually improve our business. Complaints are received from members of the public, stakeholders and employees via letter, email, phone and online form.

**Graph 1 – Annual complaint volumes**



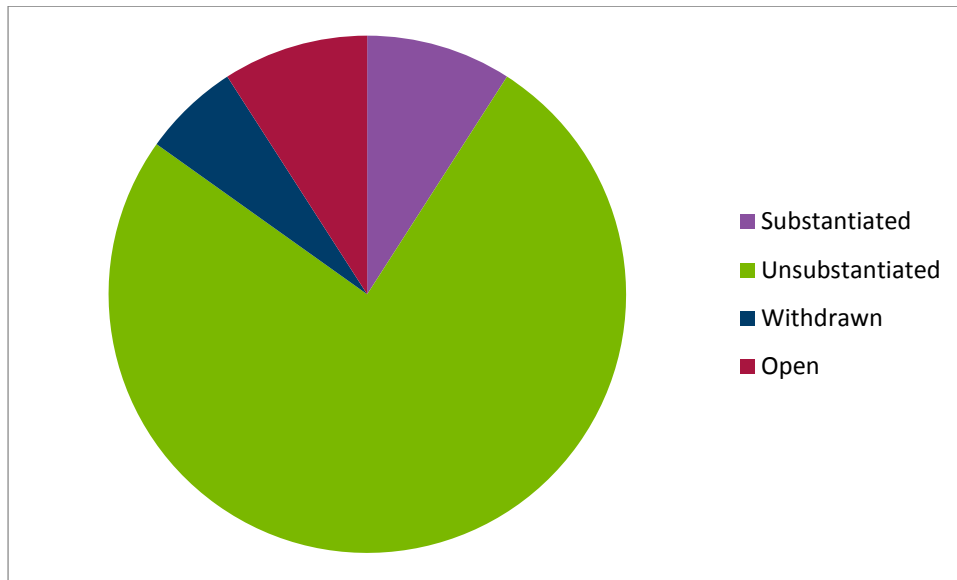
There has been a 175 per cent increase in customer complaints from 2015/16 to 2016/17, due to improvements in DSD's reporting processes and ongoing community engagement.

**Graph 2 – Annual response timeliness**



88 percent of customer complaints were responded to within DSD's service standard of 15 working days during 2016/17.

**Graph 3 – Complaint outcomes**



9 per cent of customer complaints received during 2016/17 were assessed as substantiated. Further action taken for substantiated matters may include changing a process, fixing a problem or reversing a decision.