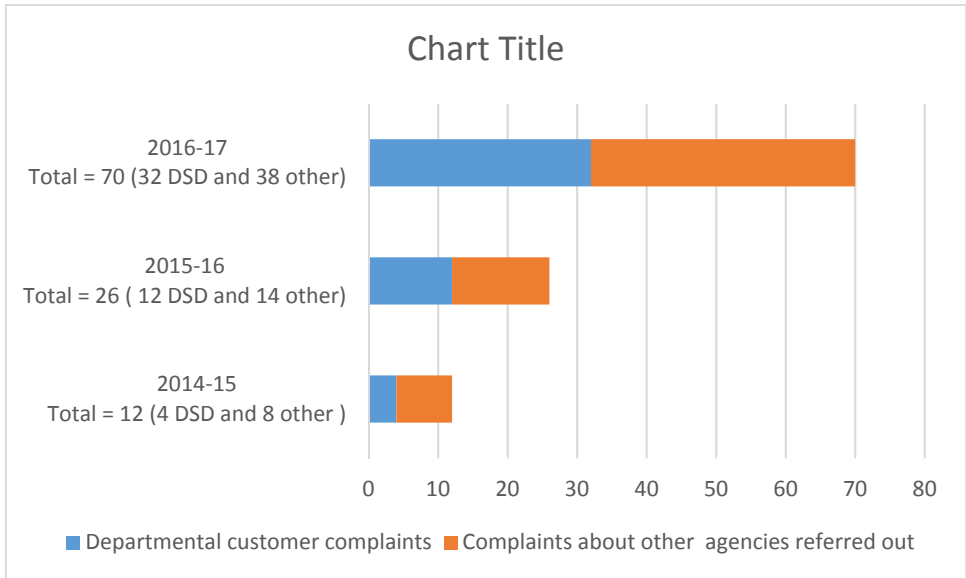


## Customer complaints report 2016/17

The Department of State Development (DSD) is committed to actively responding to complaints from our customers and others. Feedback from complaints provides valuable information to help us continually improve our services and programs.

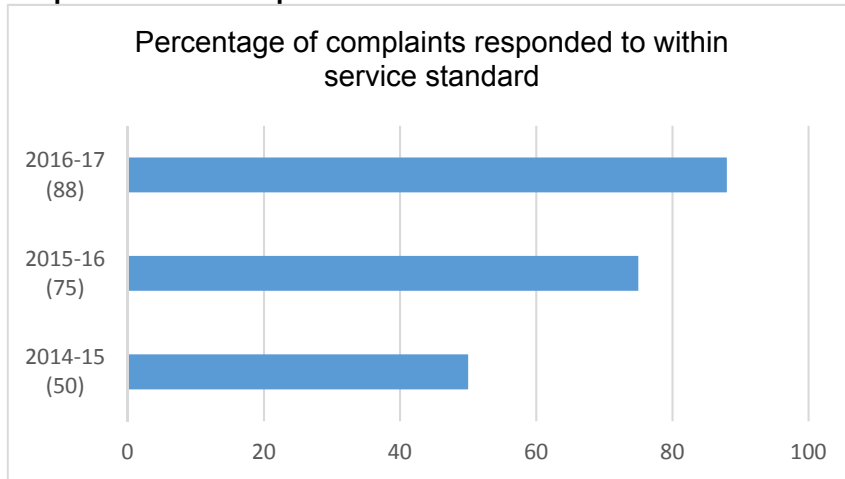
Complaints are received via letter, email, phone and online form. DSD receives many complaints each year about other government agencies. Every complainant receives a personalised response which includes clear advice about how to contact the responsible agency if the complaint has been misdirected to DSD.

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 concerning DSD were found to be substantiated. “Further action” taken for substantiated matters may include changing a process, fixing a problem or reversing a decision. A total of 67 complaints were found to be either not substantiated (29 complaints about DSD) or were referred to the responsible agency (38 complaints about other agencies that were misdirected to DSD) and are considered as requiring “no further action”.

