



The Hon. Cameron Dick MP  
Minister for State Development, Manufacturing,  
Infrastructure and Planning

1 AUG 2018

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Mr Chris Whiting MP  
Member for Bancroft  
Chair  
State Development, Natural Resources and Agricultural Industry Development Committee

Email: [Chris.Whiting@parliament.qld.gov.au](mailto:Chris.Whiting@parliament.qld.gov.au)

Dear Mr Whiting

Chris,

Please accept my thanks to you, the Committee members and the Secretariat for your examination of my portfolio's budget papers during the *Consideration of 2018/2019 portfolio budget estimates* hearing on 25 July 2018.

Although it was not raised during the department's scheduled hearing, I note that the Committee requested information about complaints made to the department (Question on Notice No.8). Following the hearing, officials within my portfolio suggested that it may be of interest to the committee to be made aware of complaint statistics in relation to other reporting entities within my portfolio.

I can advise that for the 2016–17 and 2017–18 financial year, customer complaint numbers recorded in the complaint management systems for statutory bodies, statutory authorities or commercialised business units are as follows:

- Building Queensland – nil
- Economic Development Queensland – 42 in 2016–17 and 16 in 2017–18
- Queensland Reconstruction Authority – nil
- GasFields Commission Queensland – nil
- South Bank Corporation – 112 in 2016–17 and 62 in 2017–18.

Please note, these customer complaint numbers refer to matters about the organisation itself. For example, landholder concerns about drilling, are provided to the GasFields Commission Queensland as core business and referred to the Department of Natural Resources, Mines and Energy for management.

If you have any questions about my advice to you, please contact my office on (07) 3719 7200 or email [statedevelopment@ministerial.qld.gov.au](mailto:statedevelopment@ministerial.qld.gov.au).

Yours sincerely

CAMERON DICK MP  
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