

Question on Notice

No. 851

Asked on Wednesday, 24 May 2006

MR LINGARD MP asked the Minister for Communities, Disability Services and Seniors (**MR PITT**) -

With reference to Disability Services Queensland Complaints Management System (CMS) established under the agency's Complaint Management Policy DS05/01 and as the Policy Statement indicates that "reporting of complaints records and system improvement recommendations resulting from complaints data analysis will be made on a monthly and quarterly basis"—

- (1) Will he publicly release de-identified complaints and systems improvement recommendations from the CMS?
- (2) Who is the independent monitor of the complaint management process and how is the monitoring undertaken and reviewed?

ANSWER:

Part 1

For the 2005-06 financial year, the Complaints and Prevention Unit received 91 complaints. In that same period of time 77 complaints (approximately 85%) were closed by the Unit.

The main concerns raised about department services include policy and procedures, service quality, staff conduct and communication.

The main concerns raised about funded non-government service providers include policy and procedures, service quality, staff conduct and communication.

For the 2005-06 financial year, the Complaints and Prevention Unit referred 38 recommendations for DSQ system improvement to the DSQ Board of Management for implementation. These system recommendations fell into 4 broad categories: Improved Service Practice, Improved Communication, Policy Development and Review and Complaint Management System Policy and Process.

Part 2

The Complaints Management Quality Committee (CMQC) is the independent monitor of the complaint management process. The CMQC is an independent ministerially appointed committee established to oversight the operation of the department's complaints management system. The CMQC meet quarterly and review closed complaint files with a view to informing the Minister about the performance of complaints management in the department. The CMQC also makes recommendations for system improvements to the Board of Management through the Complaints and Prevention Unit.