

Minister for Economic Development Queensland (MEDQ) and the EDQ Employing Office

Complaints Management Policy

Version: 2.0 | Version effective: 19 November 2025

1. Policy statement

Minister for Economic Development Queensland (MEDQ) and the EDQ Employing Office are committed to maintaining and enhancing public confidence in the Queensland Government by creating an environment that encourages feedback and manages complaints in a responsive, timely and fair manner.

2. Rationale

The *Public Sector Act 2022* (s264) requires MEDQ and the EDQ Employing Office to establish and implement a system for managing customer complaints. This aligns with the community's expectation that public entities are responsive, transparent and customer-focused in their service delivery.

The complaint management principles underlying this policy reflect the Australian Standard AS/NZS 10002-2014 Guidelines for complaint management in organisations and support continuous improvement through fair and effective resolution of complaints.

3. Applicability

This policy applies to:

- all employees and temporary and contracted workers of MEDQ and the EDQ Employing Office
- any of the following types of complaints:
 - customer complaints
 - employee complaints
 - complaints about any of the following:
 - A breach of the *Information Privacy Act 2009* regarding the handling of an individual's personal information (privacy complaint).
 - Allegations of corrupt conduct, as defined in the *Crime and Corruption Act 2001*.
 - A human rights complaint under the *Human Rights Act 2019*.

For the purpose of this policy, the following are not classified as complaints:

- General questions, enquiries or requests for information or action.
- Feedback and submissions received during public consultation processes under the *Economic Development Act 2012*.
- Submissions received after the public consultation period has closed.
- Feedback or comments received via Economic Development Queensland (EDQ) social media channels – these will be redirected to the EDQ complaints form.
- Feedback relating to a Local Government performing a function or exercising a power under an Instrument of Delegation from MEDQ (excluding complaints made about the Local Government's performance).
- Matters that have already been investigated and formally closed by EDQ.
- Feedback about issues outside the direct responsibility of MEDQ and/or the EDQ Employing Office.
- Complaints concerning another agency or organisation.
- Complaints that are primarily contractual disputes.

This policy does not replace, modify or override any legislative requirements or formal appeal processes that apply to specific types of complaints, including but not limited to:

- privacy complaints
- allegations of criminal or corrupt conduct

- human rights complaints
- public interest disclosures
- industrial relations matters.

These matters are subject to legislative frameworks and may involve separate processes for investigation, resolution or appeal.

4. Principles and processes

Principle	What this means for MEDQ and the EDQ Employing Office
People focus	Everyone has the right to provide feedback. Complaints will be handled respectfully and in a timely manner.
Visibility and accessibility	Information on how and where to lodge a complaint is clearly available to customers, staff and stakeholders. This information is available on EDQ's intranet and external webpage.
Responsiveness and procedure	<p>Following the MEDQ Complaints Procedure, complaints are managed according to the following timeframes:</p> <ul style="list-style-type: none"> • acknowledgement within 3 working days • responded to within 30 working days • internal review: <ul style="list-style-type: none"> ◦ must be requested within 20 business days of receiving the complaint outcome response ◦ resolved within 20 business days of the review request.
Fairness and objectivity	Complaints are assessed impartially and transparently. Officers' rights are protected. Trivial, frivolous, or vexatious complaints may not be investigated.
Confidentiality and privacy	Complaints are managed confidentially and in line with the <i>Information Privacy Act 2009</i> .
Capability and support	Staff are aware of the policy and receive appropriate training to manage complaints effectively.
Monitoring and reporting	Complaints are recorded, reported and used to inform continuous improvement.
Continuous improvement	Feedback and complaints are opportunities to build knowledge, improve services and complaints management processes.
Human rights	Decisions and actions must be compatible with the <i>Human Rights Act 2019</i> , with proper consideration given to human rights in all complaint-related decisions.

5. Types of complaints

MEDQ and the EDQ Employing Office have an obligation to manage a range of complaint types. The relevant legislation governing each type is shown below. Complaints may fall under one or more of the following types.

Type	Governed by
Customer complaint	<i>Public Sector Act 2022</i> , section 264
Human rights complaint	<i>Human Rights Act 2019</i> Queensland Government Guide: Handling Human Rights Complaints
Privacy complaint	<i>Information Privacy Act 2009</i>

Corrupt conduct allegations	<i>Crime and Corruption Act 2001</i>
Public Interest Disclosures	<i>Public Interest Disclosure Act 2010</i>
Individual employee grievances	Directive 11/20: Individual employee grievances Appeals: Chapter 3, Part 10 of the Public Sector Act 2022 and Chapter 11 of the Industrial Relations Act 2016 . Directive 05/23: Discipline

6. Roles and Responsibilities

Role	Responsibilities
Audit, Risk and Performance Committee (ARPC)	<ul style="list-style-type: none"> Reviews MEDQ and the EDQ Employing Office compliance with complaints management requirements. Provides recommendations to the Board on the effectiveness of MEDQ and the EDQ Employing Office complaints management framework.
Board	<ul style="list-style-type: none"> Approves the Complaints Management Policy.
Complainants	<ul style="list-style-type: none"> Provide accurate and complete information about the complaint. Cooperate respectfully with staff during the process. Use official channels for lodging and following up on complaints. Notify of any changes in circumstances or contact details, including if assistance is no longer required. Avoid unreasonable, abusive, or vexatious conduct. Request reviews or escalation through appropriate processes and within timeframes.
Employees	<ul style="list-style-type: none"> Treat complainants with courtesy and provide assistance. Respond to complaints within 30 business days. Escalate unresolved or complex complaints as required. Maintain accurate records for reporting and improvement.
Governance Team	<ul style="list-style-type: none"> Custodian of the Complaints Management Policy. Undertakes annual reviews of this policy and related documents. Maintains the complaints register. Provide guidance on the complaints resolution process, including handling of unreasonable complaints. Provides regular reporting on the status of complaints, including to responsible officers, Executive Leadership Team, ARPC and Board.
Managers and supervisors	<ul style="list-style-type: none"> Ensure team members understand their obligations and expectations under the policy. Use complaint data to inform service improvement.

7. Definitions

The key terms referred to are as follows:

Term	Definition
Board	The Economic Development Board as defined in the ED Act (Schedule 1 – Dictionary).
CEO	The Chief Executive Officer (CEO) as defined in the ED Act (Section 32Q (1)).
Complainant	A person, organisation or their representative/advocate making a complaint about a service or action of the agency.
Complaint	An expression of dissatisfaction about a service or action of the agency by someone who is directly affected by the service or action.
Complaints management plan	A documented strategy outlining how EDQ will manage and respond to persistent, excessive or trivial complaints in a fair, proportionate and structured manner, ensuring unreasonable complainant conduct is addressed while maintaining fairness and organisational integrity.
Corrupt conduct	As defined under Section 15 of the <i>Crime and Corruption Act 2001</i> .
Delegate	The person authorised to perform a specific task or function on behalf of the Chief Executive Officer (CEO), MEDQ or the EDQ Employing Office. Delegations and authorisations are recorded in MEDQ and the EDQ Employing Office Delegations.
ED Act	<i>Economic Development Act 2012</i> .
EDQ Employing Office	The Economic Development Queensland employing office is a statutory body as defined in the ED Act (Part 9, Division 1).
Employee	Includes the CEO (Section 32Q (1)), EO (Section 32ZK) and EDQ employees (Schedule 1 – Dictionary) as defined in the ED Act and contractors.
MEDQ	A corporation sole constituted by the Minister established under the name Minister for Economic Development Queensland as defined in the ED Act (Section 8 (1)).
Officer	Includes the CEO (Section 32Q (1)), EO (Section 32ZK), EDQ employees (Schedule 1 – Dictionary) as defined in the ED Act and contractors.
Unreasonable complaint	A complaint that involves persistent, excessive, or trivial issues, or is pursued in a manner that is disproportionate, obstructive or abusive.
Unreasonable complainant conduct	Actions or behaviours by a complainant that are aggressive, threatening, disrespectful or otherwise inappropriate, including harassment or refusal to cooperate, which disrupts the complaint process and impacts staff safety or service delivery.

8. References

Legislation / subordinate legislation

- [Crime and Corruption Act 2011](#)
- [Human Rights Act 2019](#)
- [Industrial Relations Act 2016](#)
- [Information Privacy Act 2009](#)
- [Public Interest Disclosure Act 2010](#)
- [Ombudsman Act 2001](#)
- [Public Sector Act 2022](#)

Other documents or processes

- AS/NZS 10002:2014 Guidelines for complaint management in organisations
- [Code of Conduct for the Queensland Public Service](#)
- Complaints about the CEO Policy
- Complaints Procedure
- Public Interest Disclosure Policy
- [Queensland Government Guide: Handling Human Rights Complaints](#)
- [Whole-of-government human rights resources](#)

9. Policy approval

This policy will be reviewed by the Board biennially. All major policy changes must be approved by the Board. The Director, Governance is authorised to approve minor policy amendments. Minor policy amendments are those that do not change the overall intent of the policy. A register of amendments will be maintained and reported annually to the Board.

10. Document Control

Document owner		Director, Governance Corporate Services			
Major review (biennially)		November 2027			
Version	Issue Date	Reason	Author	Approver	Approval date
1.0	July 2024	New policy	Chief Executive Officer	Board	29/07/2024
2.0	November 2025	Major review to align to IPOLA amendments	Director, Governance	Board	19/11/2025