

Customer Complaints Annual Report 2025- 26



Our Complaints Management Framework

Section 264 of the *Public Sector Act 2022* (PS Act) requires public sector entities to have a system in place to manage customer complaints and includes a requirement to publish complaints information each year.

A customer complaint is defined under the PS Act as a complaint about the service or action of a public sector entity, or its staff, by a person who is apparently directly affected by the service or action.

Customer complaints for 2025-26¹

Type of complaint	Number
Complaints resulting in further action*	0
Complaints resulting in no further action*	19
Total complaints received	19

* Further action is defined as a complaint that progressed to internal review.

RSHQ publishes information about human rights complaints under the *Human Rights Act 2019* and Charter of victims' rights complaints under the *Victims Commissioner and Sexual Violence Review Board Act 2024* in our annual report.

More information

More information about our complaints management framework and annual report is available on our website at <https://www.rshq.qld.gov.au/>.

Interpreter service



RSHQ is committed to providing accessible information and services to Queenslanders from all cultural and linguistic backgrounds. To talk to someone about this report in your preferred language call 13 QGOV (13 74 68) and we will arrange an interpreter to effectively communicate the report to you.

¹ This Customer Complaint Annual Report applies to Resources Safety and Health Queensland and Resources Safety and Health Queensland Employing Office.