

Annual Customer Complaints Report

1 July 2025 to 30 June 2026

Customer complaints provide QLeave with improvement opportunities to reflect, evaluate, improve our decisions, elevate service standards, and optimise processes for customers and stakeholders. Our Customer Complaints Management Framework, Customer Complaints Management Policy and Procedure support compliance with section 264 of the *Public Sector Act 2022* requirements and align with the Queensland Government Customer Complaints Management Framework and Guideline.

The Annual Customer Complaints Report 2025–26 meets the requirements of section 264(3) of the *Public Sector Act 2022*. The information in this report is categorised according to the legislation governing the portable long service leave schemes administered by QLeave.

Annual Customer Complaint Statistics		
Total number of complaints received ¹	Number of complaints that resulted in further action ²	Number of complaints that resulted in no further action
QLeave		
1	0	1
<i>Building and Construction Industry (Portable Long Service Leave) Act 1991</i>		
9	0	9
<i>Contract Cleaning Industry (Portable Long Service Leave) Act 2005</i>		
0	0	0
<i>Community Services Industry (Portable Long Service Leave) Act 2020</i>		
9	0	9

¹ No customer complaints received in 2025–26 raised, or were subsequently identified as having, human rights impacts.

² Further actions may include:

- An internal review or assessment.
- A change(s) to QLeave policies, procedures, or practices.