

Complaints Matter (Local Councils) Report (2010)

This investigation reviewed the complaints management systems of local councils in Queensland. The report made recommendations that new complaints process requirements be strengthened and made more flexible, and that councils be required to report on the performance of their complaint process in their annual reports. The report was tabled on 15 September 2010.

Report

- [Complaints Matter Report: A review of the complaints management systems of local councils in Queensland \(](#)

PDF [2.9MB](#))

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