

## Complaints to the CMC

### Overall complaints

Figure 5 shows how complaints registered with the CMC have increased from 2001–02 to 2010–11.

### Sources of complaints

Complaints about possible misconduct come to the CMC from a number of sources, including the general public and the public sector agencies themselves. Of the 5124 complaints made to the CMC this year:

- 65 per cent were referred by public agencies
- about 33 per cent were made directly to us by members of the public.

See Figure 6.

### Who the complaints were about

Complaints often contain more than one allegation, and these 5124 complaints contained a total of 11 909 allegations of misconduct. Of these allegations:

- 54 per cent related to police
- 38 per cent related to public sector agencies (excluding local government)
- 7 per cent related to local government
- 1 per cent related to other agencies (mainly politicians).

See Figure 7.

### Assessment outcomes

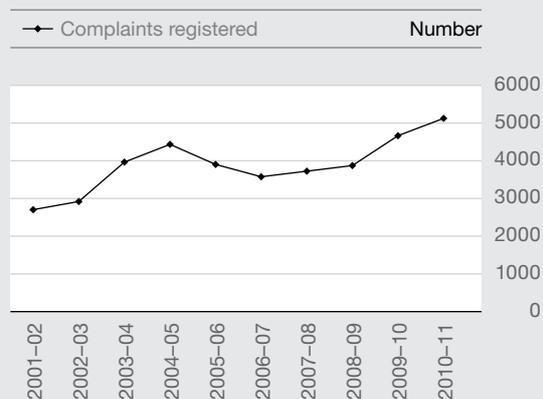
We assessed 5053 complaints in the year:<sup>1</sup>

- 4439 (88%) were referred to the appropriate agency to deal with, subject to our monitoring role
- 77 (1%) were retained for investigation by the CMC
- 537 (11%) were assessed as warranting no further action.

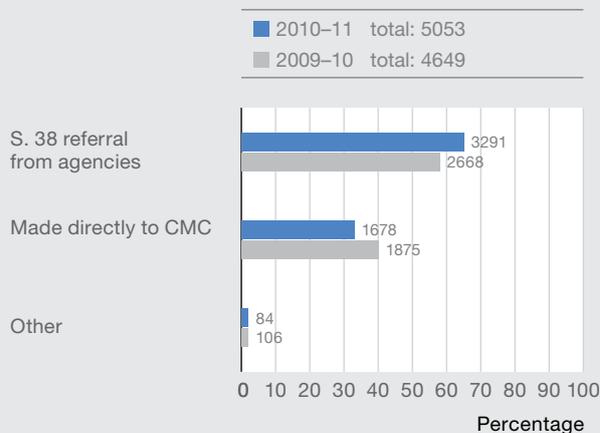
See Figure 8.

We reviewed (or we are reviewing) 7 per cent of the 4439 matters we referred to agencies, to ensure that the respective agencies are dealing with the matter appropriately.

**Figure 5.** Complaints registered between 2001–02 and 2010–11



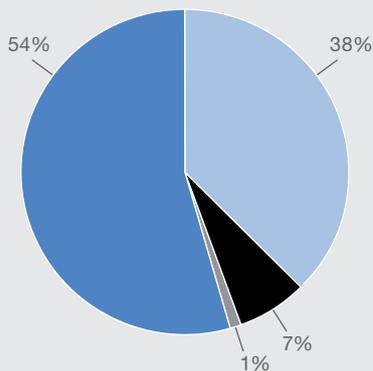
**Figure 6.** Sources of complaints



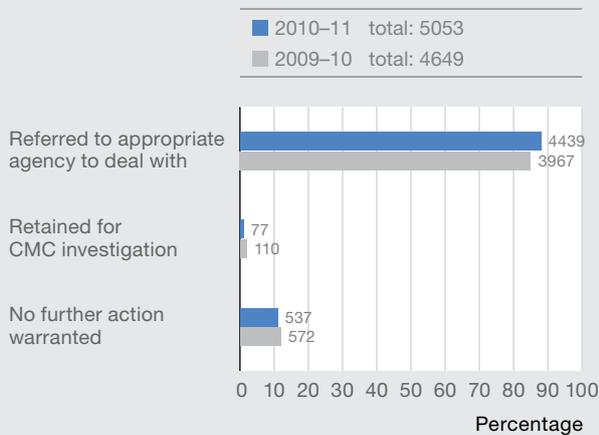
<sup>1</sup> The number of complaints assessed differs slightly from the number of complaints received because these categories involve slightly different time periods.

**Figure 7. Allegations by agency for 2010–11**

|                          |               |
|--------------------------|---------------|
| ■ QPS                    | 6 502         |
| ■ Public sector          | 4 504         |
| ■ Local government       | 824           |
| ■ Other                  | 79            |
| <b>Total allegations</b> | <b>11 909</b> |



**Figure 8. Assessment outcomes**



## Complaints against the QPS

In 2010–11, we received 6502 allegations against police. This was slightly lower than in 2009–10 (6651) and higher than in 2008–09 (5147). Overall, allegations about police represented about 54 per cent of the total allegations received by the CMC (Figure 7).

### Sources of complaints

Where possible, the CMC and the QPS record whether complaints about police involve incidents with Indigenous people. Indigenous complaints data remained steady for the year, comprising 7 per cent of the total complaints made against police.

Figure 9 shows that, in contrast to complaints relating to the rest of the public sector, the majority of complaints against police in 2010–11 were made directly to the CMC by members of the public (54%); 44 per cent were referred to us by the QPS (with 28 per cent of these made by members of the public directly to the QPS). This historically high ratio of complaints being made about police by members of the public is partly due to the fact that police, far more than most other public servants, interact directly with the public.

### Types of allegations

Allegations of assault, inappropriate official conduct (such as misuse of powers), inappropriate demeanour or attitude, victimisation or harassment and custody complaints accounted for almost 60 per cent of the total misconduct allegations against police (Figure 10). Although assaults are still the focus of the greatest number of complaints, the number of such allegations is lower than last year, which may be the result of our ongoing work with senior management of the QPS to address this issue (see page 38).

### Assessment outcomes

Of the 2382 police complaints assessed, we referred 2128 (89%) to the relevant agency to deal with, subject to monitoring by the CMC. Of the 2128 complaints referred, 205 were subject to close monitoring by individual case review.

## Complaints against the public sector (including local government)

In 2010–11, 5407 allegations, or around 45 per cent of allegations made to the CMC, concerned public sector officers, including the public service, local government and politicians. This was a 4 per cent increase over the previous year.

### Sources of complaints

The majority of complaints (86%) about public sector agencies came from the agencies themselves (Figure 9). Increasing awareness among agency staff of the need to report official misconduct to the CMC is one reason our complaint numbers continue to increase. Compared to complaints against police, it is also noteworthy that:

- only 21 per cent of complaints about public sector agencies were made by members of the public directly to the agency involved
- only 13 per cent of complaints about public sector agencies (excluding local government) were made directly to the CMC by the general public.

In the local government area:

- only 31 per cent of complaints received in 2010–11 were made directly to the CMC by the general public
- 67 per cent came from the CEOs of councils (although 20 per cent of these originally came from members of the public).

### Types of allegations

Misconduct allegations of assault, inappropriate official conduct (such as the misuse of power and authority), victimisation or harassment, misappropriation, control of information, corruption and favouritism accounted for 75 per cent of the allegations made against officers from public sector agencies, excluding local government. This does not reflect any significant change from the types of allegations reported in past years (Figure 11).

In local government, corruption and favouritism, inappropriate official conduct and misappropriation or misuse of government resources accounted for 71 per cent of all allegations received (Figure 12).

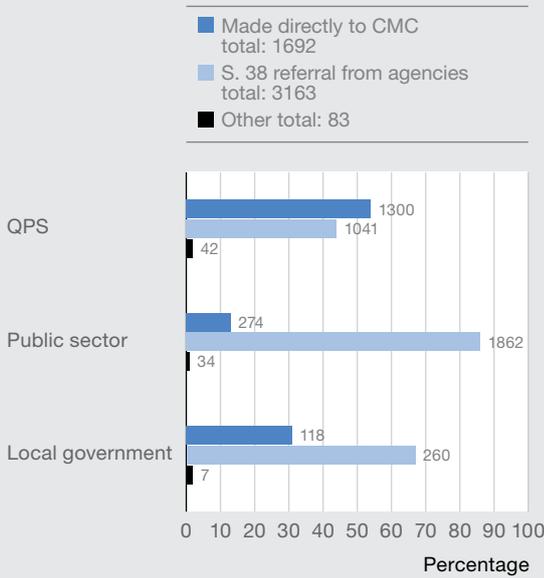
### Agencies most mentioned

Four public sector agencies – Queensland Health, Education, Community Safety and Communities – accounted for 85 per cent of all allegations made in the complaints assessed in 2010–11. This is no doubt indicative of the size of their operations, their staff numbers, and the level and nature of their interaction with the public.

### Assessment outcomes

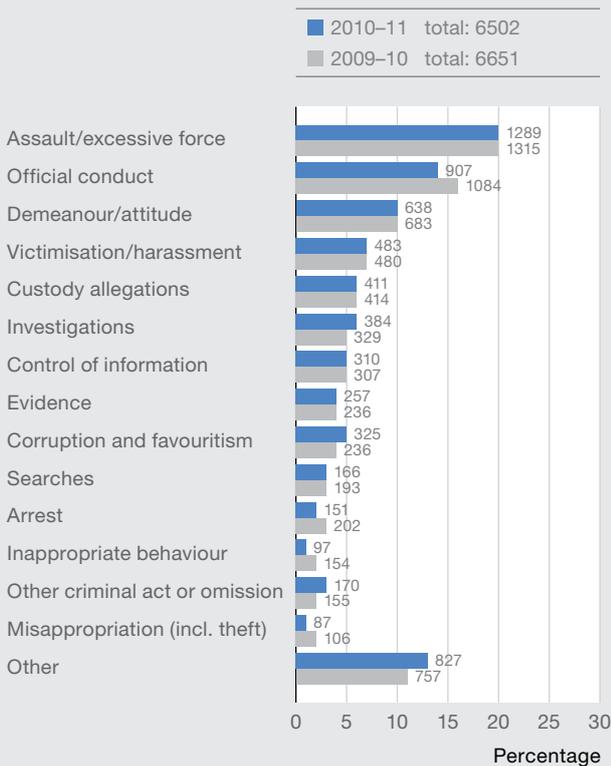
Of the 2670 public sector complaints assessed, we referred 2368 (89%) to the relevant agency to deal with, subject to monitoring by the CMC. Of the 2368 complaints referred, 153 were subject to close monitoring by individual case review.

**Figure 9. Sources of complaints (by sector) for 2010–11**

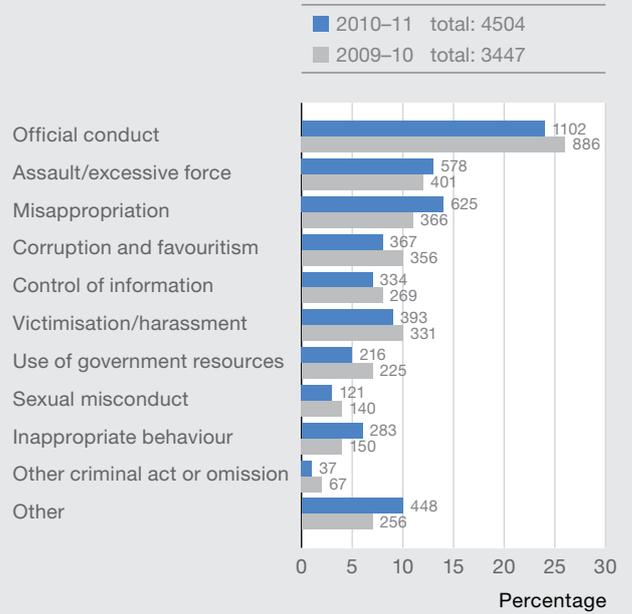


Note: These figures do not include a small number of complaints received by the CMC concerning other individuals and agencies under the CMC's jurisdiction. If a complaint contains allegations concerning more than one 'sector', it is only counted once against the sector which is the subject of the most serious allegation.

**Figure 10. Types of allegations – QPS**



**Figure 11. Types of allegations – public sector**



**Figure 12. Types of allegations – local government**

