Corruption Complaints Dashboard (CCD)

User Reference Guide

November 2026

Crime and Corruption Commission
QUEENSLAND



Infographic page

When you first open the Corruption Complaints Dashboard (CCD), you'll land on an infographic page. It summarises what a corruption complaint is, how many complaints the Crime and Corruption Commission (CCC) receives each year, and what happens to a complaint once it's made, from the first check of whether it falls within the CCC's jurisdiction through to the final outcome.

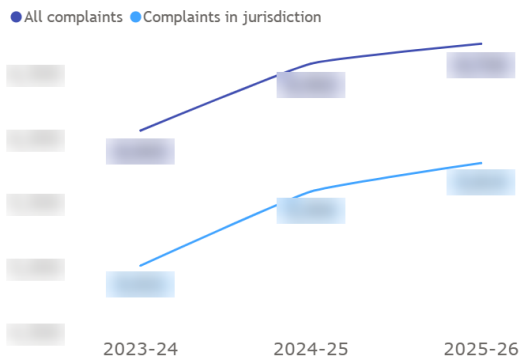
From here, you can open the dashboard views for an overall picture or a focus on the Queensland Police Service (QPS), the public sector or local government. Each view lets you explore complaint numbers and trends over time, compare periods, and break the data down by things like the type of allegation or the agency involved.

How many complaints does the CCC receive?

The CCC receives thousands of complaints each year. In the last 3 years, the total number of complaints increased by [redacted].

We assess **every** complaint we receive.

Complaints received by financial year



All complaints			
Last financial year	3-year trend	Per day (approx.)	
[redacted]	[redacted]	[redacted]	

Complaints in jurisdiction			
Last financial year	3-year trend	Per day (approx.)	
[redacted]	[redacted]	[redacted]	

as at 29 October 2026

What happens to your complaint?

INTAKE → TRIAGE → ASSESSMENT → INVESTIGATION REFERRAL → FINAL OUTCOME

When we receive a complaint, it is triaged to determine whether it is within the CCC's jurisdiction.



In Jurisdiction
Our corruption jurisdiction is broad and diverse. Generally, police misconduct and corrupt conduct affecting Queensland's Units of Public Administration (UPAs) fall within our jurisdiction.

UPAs include:
- the legislative assembly and parliamentary service
- state government departments
- statutory bodies and boards, including Hospitals and Health Services
- the Queensland Police Service
- councils (local governments)
- universities
- courts, tribunals and registries, and
- prisons.

UPAs are defined in section 20 of the *Crime and Corruption Act 2001* (*CC Act*)

Out of Jurisdiction
When a complaint is not about police misconduct or corrupt conduct affecting a UPA, it will generally be outside our jurisdiction.

Intention to Lodge a Complaint
A person may advise of their intention to lodge a complaint, or submit a complaint without providing sufficient evidence to permit an assessment. If no further information is provided within 21 days, the complaint is generally closed.

What is a corruption complaint?

The CCC is Queensland's anti-corruption body. We deal with corruption that affects the state's public sector, that is, the various units of public administration. In this context, the CC Act defines corruption as including corrupt conduct and police misconduct.
Corrupt conduct is defined in *section 15 of the CC Act*. Police Misconduct is defined in the *Schedule 2 of the CC Act*.

There are 2 avenues by which the CCC becomes aware of suspected corruption:

- through a **Complaint** made by a person to the CCC - *section 36 of the CC Act*
  - including complaints generated by the CCC as a result of information received (e.g. through audits, media articles or the CCC's intelligence activities), or matters referred as the result of court proceedings and public inquiries.
- through mandatory **Notification** from a public official - *sections 37 and 38 of the CC Act*

Complaint	Notification
[redacted]	[redacted]

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Assessment outcome chart

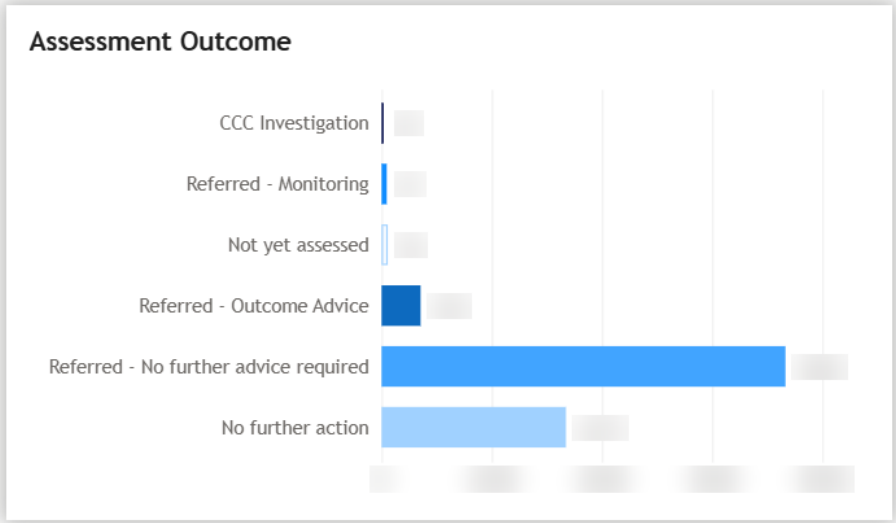
How do we assess corruption complaints?

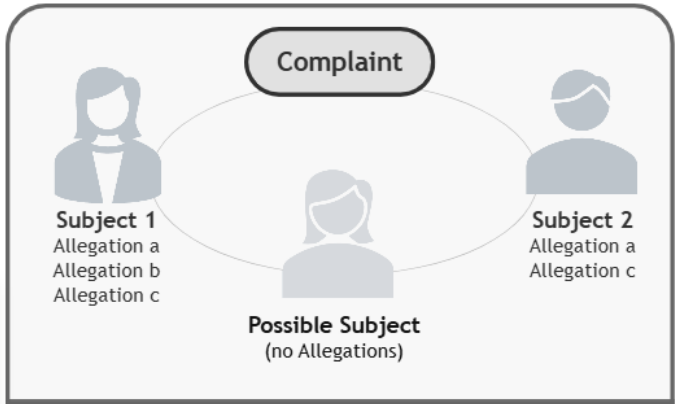
During the triage stage of assessment, corruption complaints are assessed and assigned based on a range of factors:

- complaints dealing with serious matters or aligning with strategic corruption priorities are triaged as **serious and/or systemic corruption (SSC)**
- the remaining complaints are triaged as **general corruption (GC)**.

Once a complaint has been triaged and assessed, we decide on the most appropriate course of action to deal with the complaint. This may include investigating the complaint ourselves, referring it to a UPA to deal with (in some cases, subject to our oversight) or, under certain conditions, taking no further action.







Complaints, subjects, and allegations
A complaint can include multiple subjects, and subjects can have multiple allegations. The data shown in the dashboard is aggregated by corruption complaints.

Where the number of complaints is broken down by attributes of its subjects, or allegations, the dashboard will reflect the total number of matters for each of the attribute's values. As such, the sum of the matters by attribute may be higher than the total number of matters.

For instance, let's take the example of the subject diagram above. If we break down complaints by allegation type, the complaint in the example would be counted once for each of the allegation types (a, b, c). This way, we ensure that the landscape of corruption complaints is displayed consistently regardless of the number of subjects, and/or allegations.

The assessment outcome chart on the infographic page is interactive. This visual provides users a high-level overview of assessment outcomes for different complaint types.

- Select GC to see only general corruption complaints, or SSC to see only serious and/or systemic corruption complaints.
- Comparing the two shows how the outcome changes with how serious a complaint is. For example, you can see how many of these serious complaints the CCC investigates.
- Click select all to view outcomes for all complaint type.

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Dashboard selection

There are four separate dashboards accessible from the infographic page.

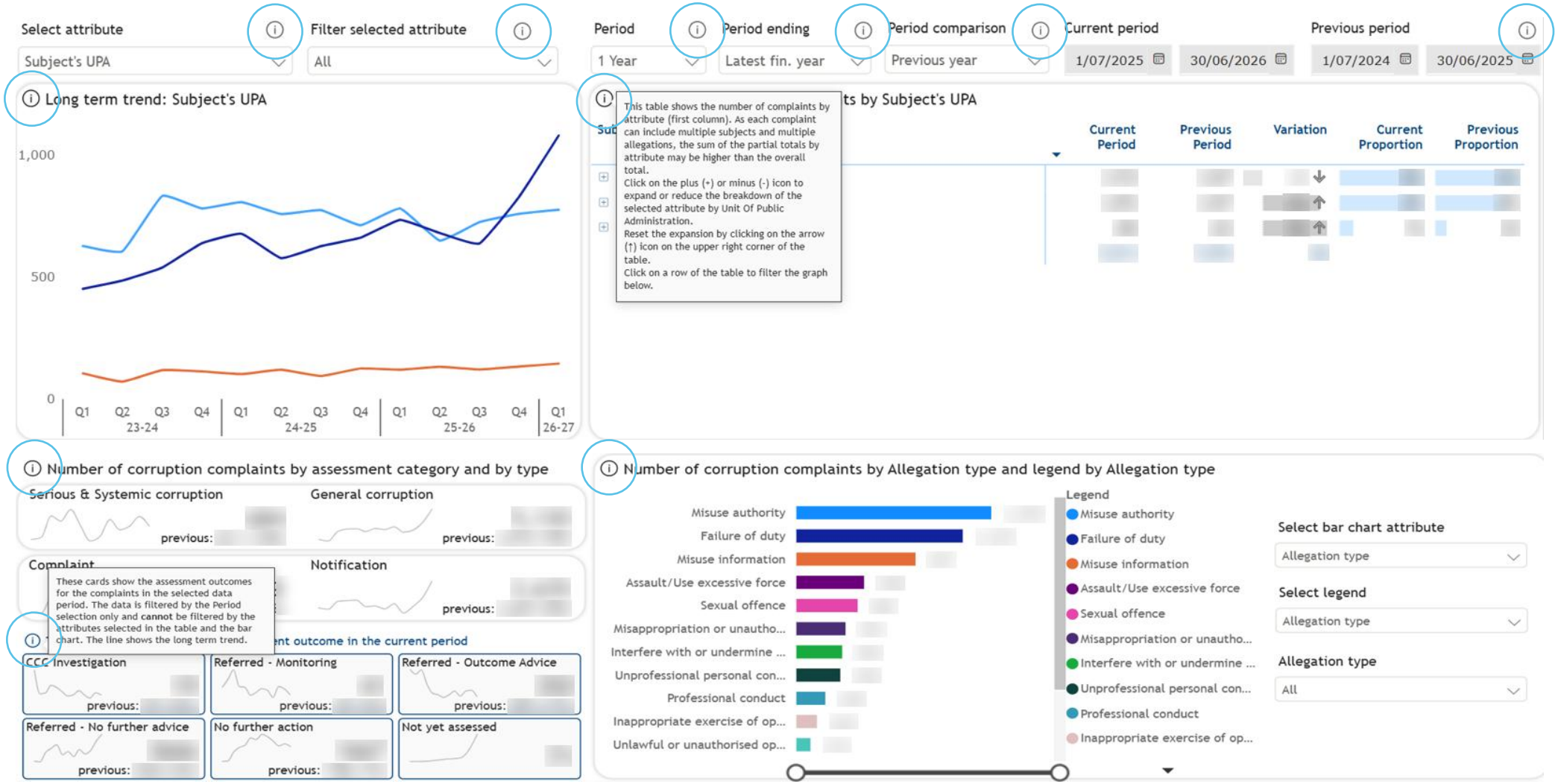
- The **Overall** dashboard displays all corruption complaints from 1 July 2023 to present by sector, complaint type, assessment outcome and allegation types. Units of public administration (UPAs) can be broken down one hierarchy level in the comparison table on the top right.
- The **Queensland Police Service** dashboard displays all corruption complaints relating to the QPS by complaint type, assessment outcome and allegation type. The dashboard enables the selection of complaints by Region / Command and District, along with the title/rank of an employee.
- The **Public Sector** dashboard displays all corruption complaints relating to public sector departments and other public sector entities (such as statutory authorities, parliament and government owned corporations by complaint type, assessment outcome and allegation type.
- The **Local Government** dashboard displays all corruption complaints relating to each council in Queensland and can be explored by complaint type, assessment outcome and allegation type.



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Tooltips

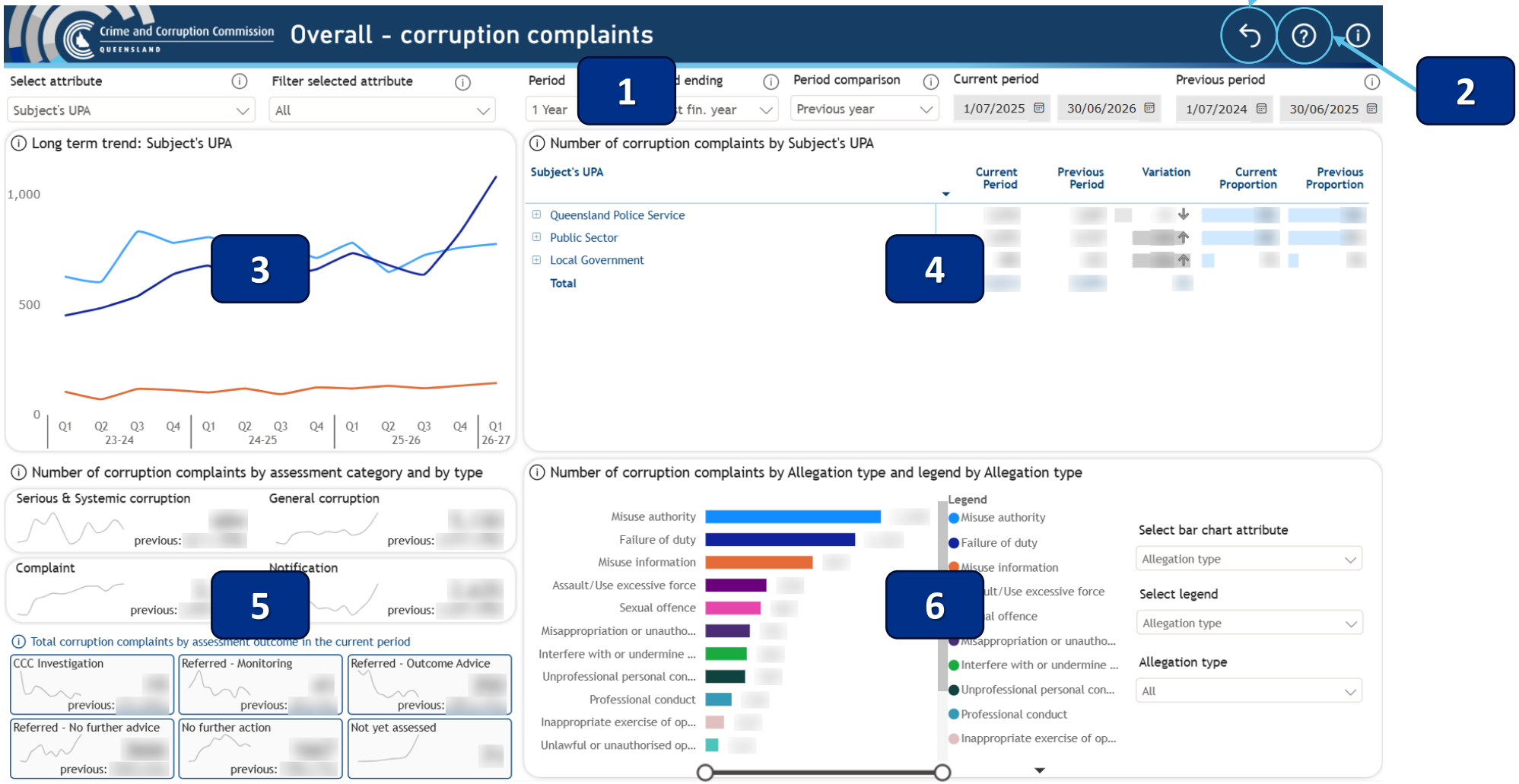
Hover over the tooltip icons for more information about the corresponding dashboard element.



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Navigating the dashboard

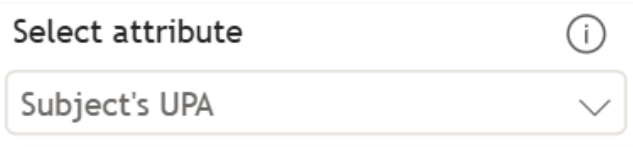
Click on a number below to navigate to the corresponding page of this user guide.



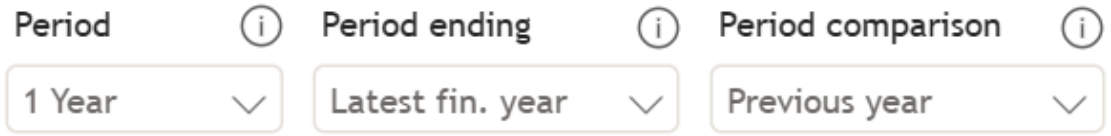
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1. Using the slicer bar

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Select attribute determines the primary complaint category displayed throughout the dashboard. Only one attribute can be selected at a time.



Period, **Period ending** and **Period comparison** control the reporting and comparison periods displayed in the dashboard and define comparison table calculations.



Filter selected attribute narrows the selected attribute to one or more specific values.

Example: Select *Allegation Type* as the attribute and *Misuse Authority* as the filter attribute to focus analysis on that allegation type.



Current period and **Previous period** are defined by selections made from the period, period ending and period comparison controls.

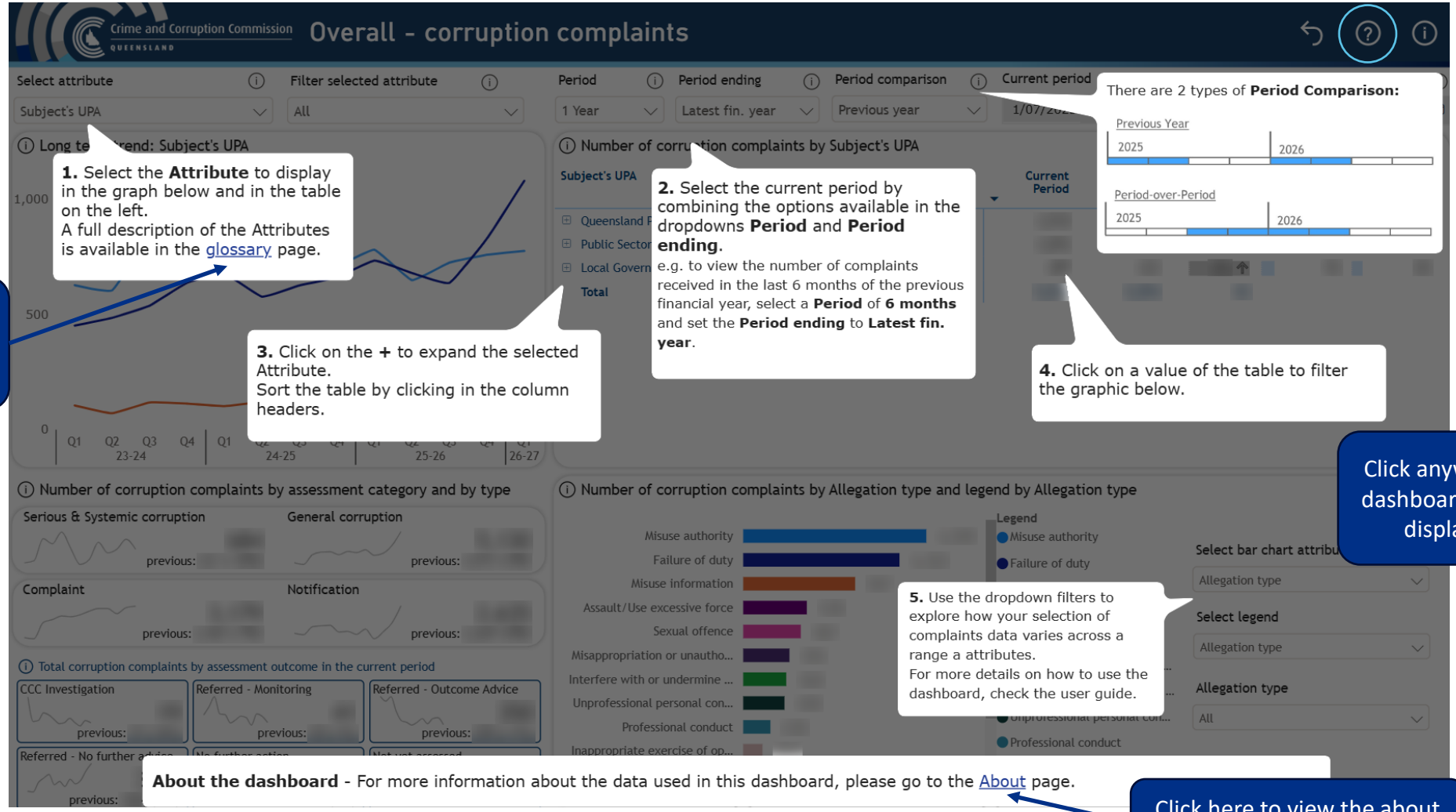
These fields cannot be edited directly.

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2. Help page

Return to navigation page

Click the help icon on the top right of the dashboard to view useful information about the dashboard.



Click here to view the glossary of terms for this dashboard

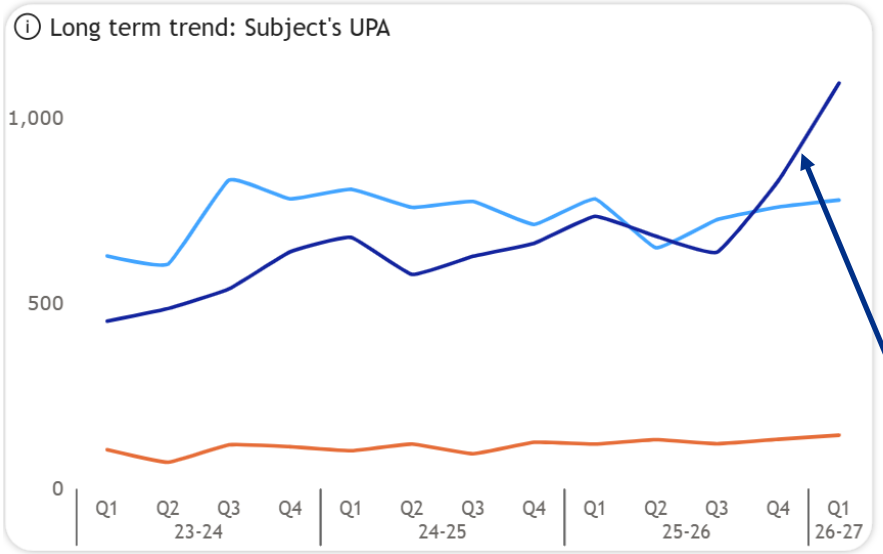
Click anywhere on the dashboard to clear the displayed tips.

Click here to view the about page for this dashboard.

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3. Line chart

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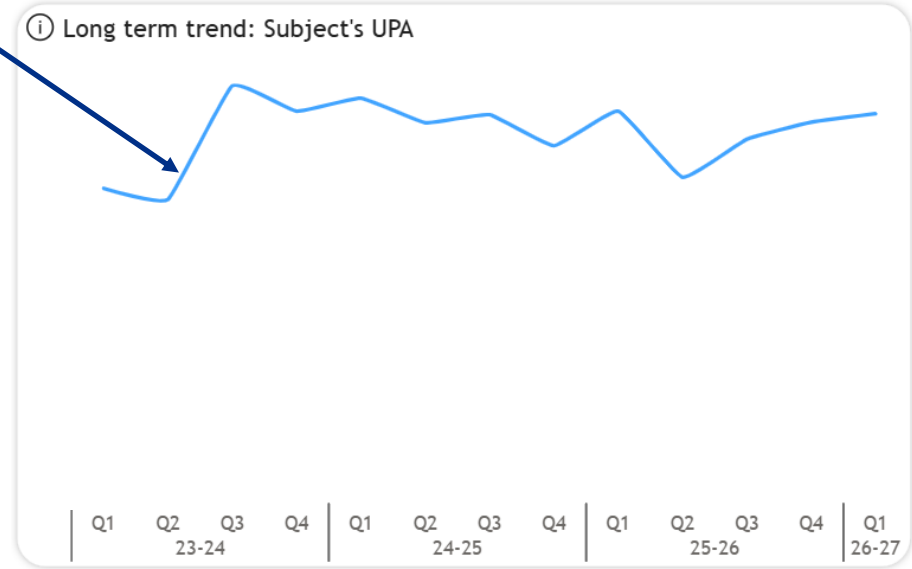


The line chart displays number of complaints over time for the selected attribute, providing a three-year view of the number of complaints received and variation over time. In its default view, the chart displays subject's UPA. However, this can be changed using the selected attribute slicer.

The coloured lines represent the values within the selected attribute, allowing users to compare long term trends across different groups.

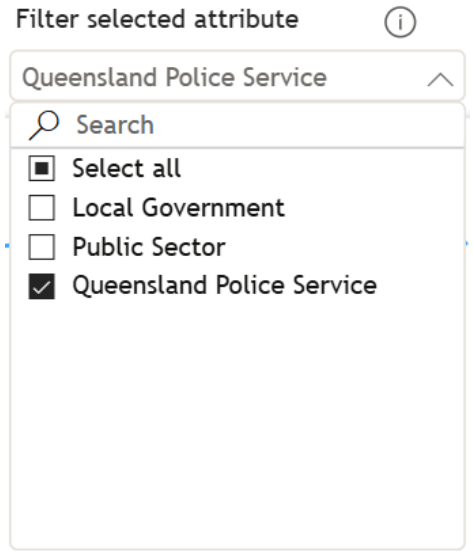
Legend
This legend is only available while the cursor is hovering over the chart.

Each included attribute will display as a separate line



The **Filter selected attribute** slicer allows users to focus on one or more specific attribute values.

For example, selecting Queensland Police Service will display only the corresponding trend line. Multiple values can be selected at once to compare trends across a subset of attribute values.

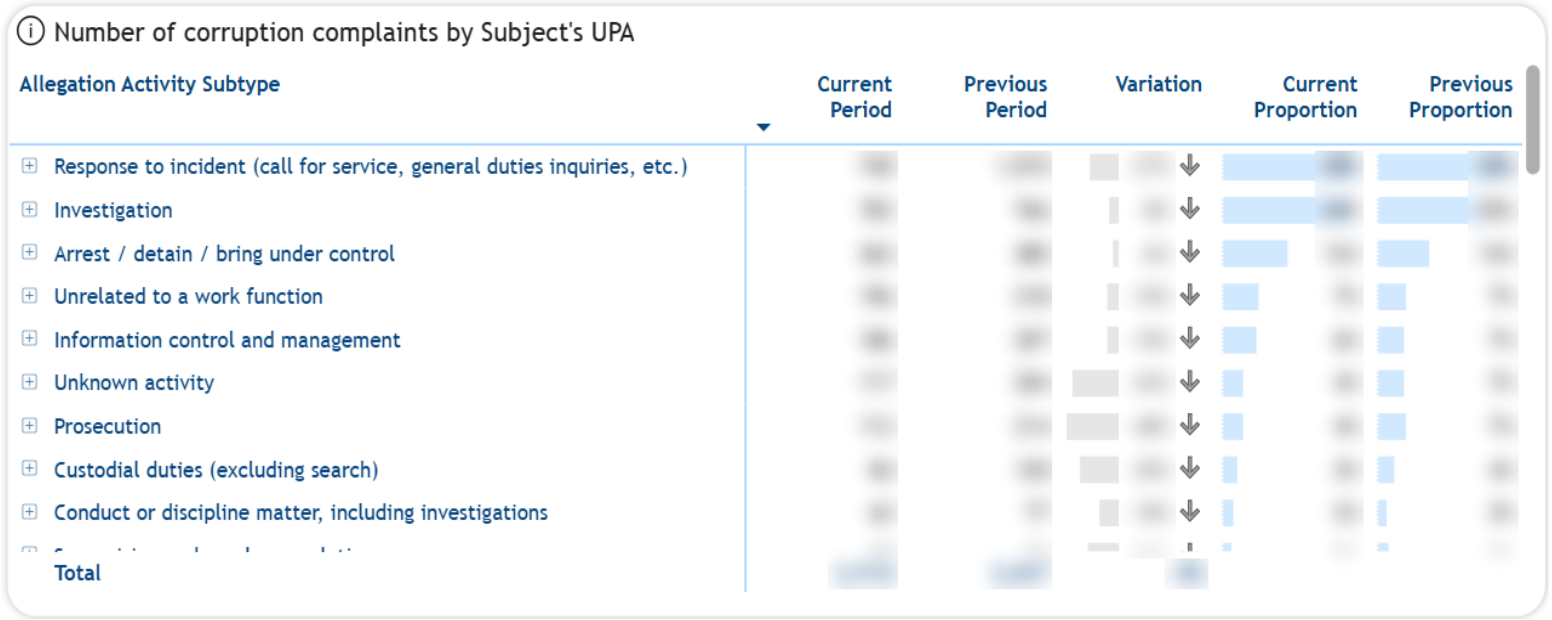


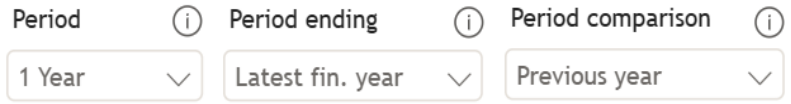
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4. Comparison table

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This table can be sorted by any column by clicking the relevant column header.





The comparison table provides a side-by-side comparison of number of complaints and proportions between two time periods defined by the period slicers above.

This table may be used to:

- compare current and previous complaint counts
- identify percentage increases or decreases between periods (variation)
- assess the relative proportion of the number of complaints in an attribute against the total number of complaints in the selected period (proportion).

The plus icon (+) breaks down the number of complaints in each attribute value by UPA.

An empty row indicates that there are matters counted in the total without any of the attributes selected. A matter is counted only once per row.

Ctrl + click to select multiple rows. Faded front text indicates a filter is active in the table.

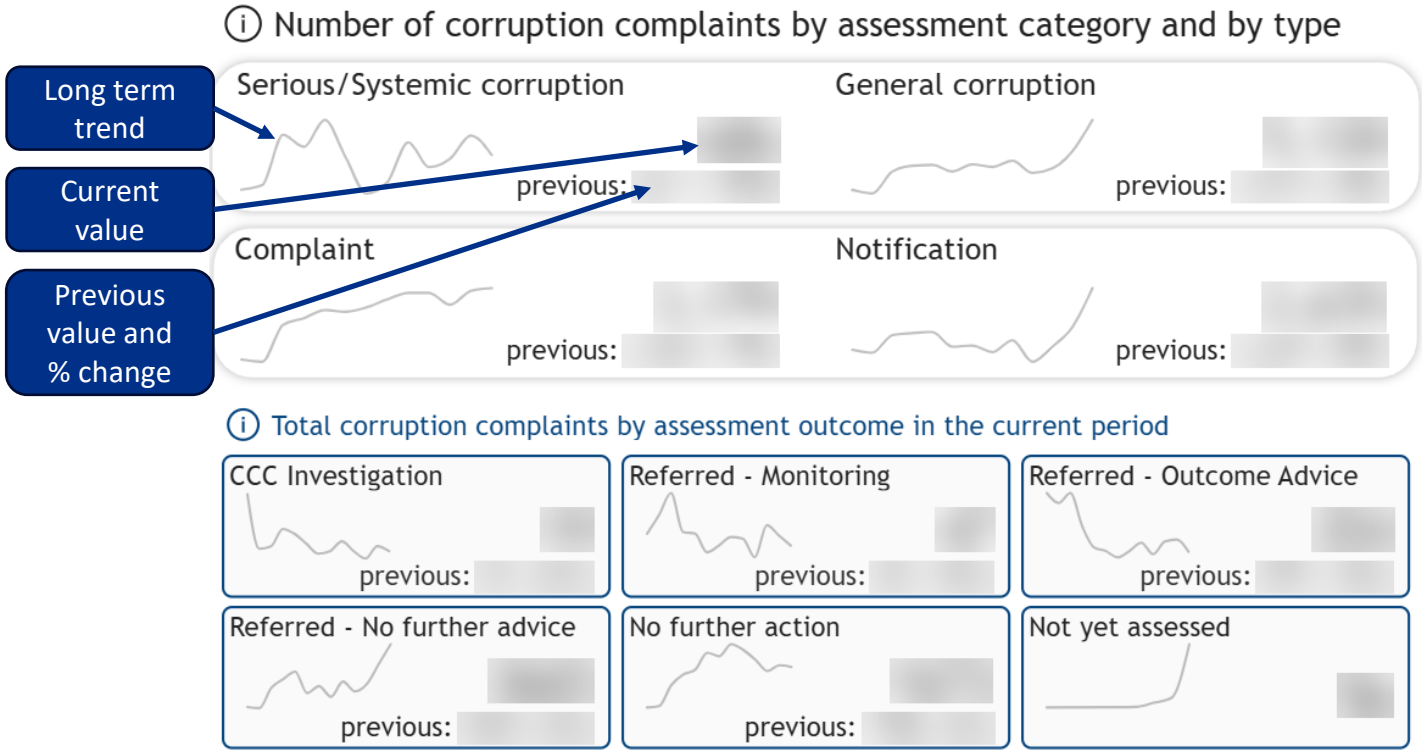


Users may reset the expansion of this table by clicking on the 'drill up' (↑) icon on the upper right corner of the table.

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5. Assessment outcome summary

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Note: Changes in the above figures may reflect both changes in complaint numbers and movement of matters between outcome categories as they progress through their lifecycle.

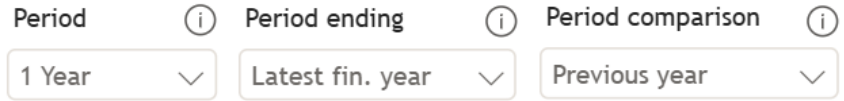
The assessment outcome summary provides a high-level overview of complaint counts by complaint assessment category and by complaint type for the selected reporting period.

Each field displays the current count, comparison period count, percentage change and recent trend.

These values may be useful for:

- providing a quick overview of the breakdown of complaints be assessment category and type based on the selection of attribute, including when clicking on a specific row of the comparison table
- understanding how counts have changed compared with the selected comparison period
- detecting emerging shifts in complaint outcomes that may warrant further investigation.

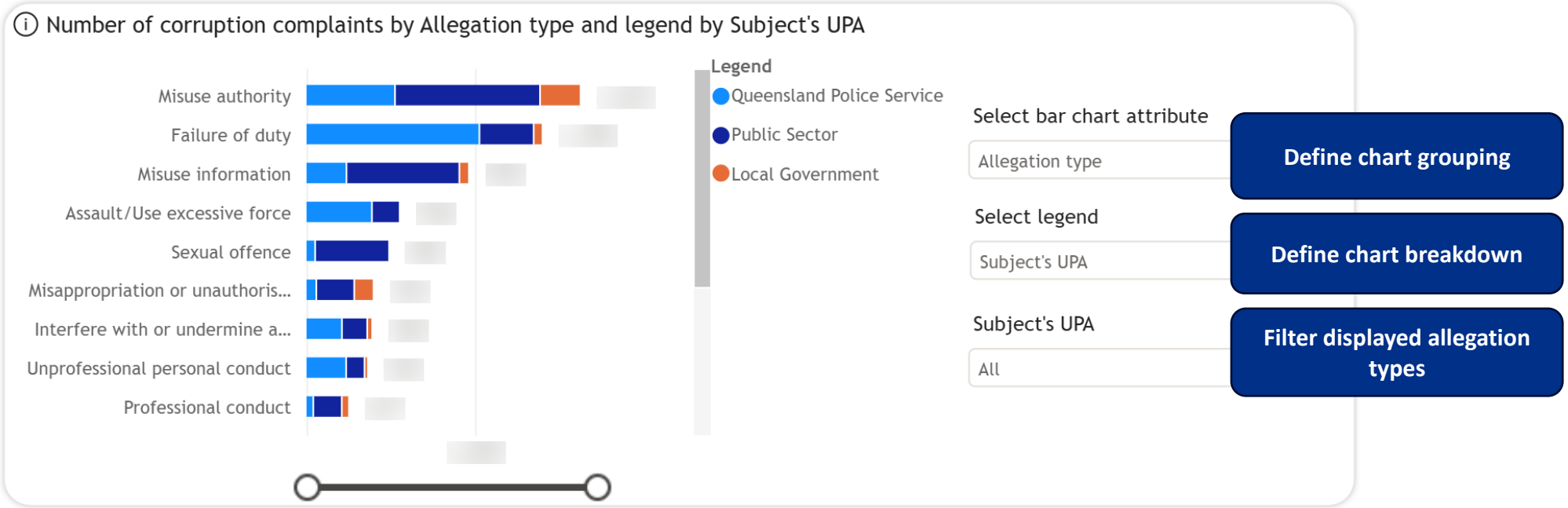
These values are only filtered based on the **Period** selection, and are not filtered by the **Selected attribute** slicer. These trendlines always display the long-term trend for the indicated assessment outcome.



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6. Bar chart

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The bar chart provides a ranked comparison of complaint counts across selected complaint attributes. This chart may be used to:

- analyse complaint data from different perspectives using the selected bar chart attribute and selected legend controls
- identify the most and least frequently reported allegation types
- focus on specific allegation types using the **Allegation type** slicer.

Clicking on a value in the current period column of the comparison table above will filter this chart.

The select bar chart attribute and select legend controls allow users to analyse complaint data from different perspectives by selecting which attributes are displayed on the chart axis and legend.

Example: Compare allegation patterns across UPAs by setting **Subject's UPA** as the selected bar chart attribute, and **Allegation type** as the selected legend.

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