



POLICY

Complaints Policy - Productivity Commissioner

This policy provides direction and guidance relating to complaints that may involve corrupt conduct by the Productivity Commissioner of the Queensland Productivity Commission (QPC).

1. Objective

The Productivity Commissioner is the public official of the Queensland Productivity Commission (QPC) for the purposes of the *Crime and Corruption Act 2001* (CC Act).

The objective of this policy is to set out how the QPC will deal with a complaint (or information or matter)¹ that involves, or may involve, corrupt conduct, as defined in the CC Act, by the Productivity Commissioner.

2. Purpose

This policy is designed to assist the QPC to:

- comply with s. 48A of the CC Act
- promote public confidence in the way suspected corrupt conduct by the Productivity Commissioner of the QPC is dealt with (s. 34(c) CC Act)
- promote accountability, integrity, and transparency in the way the QPC deals with a complaint that is reasonably suspected to involve, or may involve, corrupt conduct by the Productivity Commissioner.

3. Definitions

Crime and Corruption Commission (CCC)	the Commission continued in existence under the CC Act
CC Act	Crime and Corruption Act 2001
Complaint	includes information or matter: see the definition in s. 48A(4) of the CC Act
Contact details for the Nominated Person	Executive Director, QPC PO Box 12078 George Street QLD 4003 P: 07 3522 8469
Corrupt conduct	see s. 15 of the CC Act
Corruption in Focus	www.ccc.qld.gov.au/publications/corruption-focus ; see chapter 2, page 26
Deal with	see Schedule 2 (Dictionary) of the CC Act
Nominated Person	see item 5 of this policy
Public Official	see s. 48A & Schedule 2 (Dictionary) of the CC Act
Unit of Public Administration (UPA)	see s. 20 of the CC Act

¹ See s. 48A(4) of the CC Act and the definitions in clause 3.

4. Policy application

This policy applies:

- if there are grounds to suspect that a complaint may involve corrupt conduct by the Productivity Commissioner of the QPC; and
- to all persons who hold an appointment in, or are employees of, the QPC.

For the purpose of this policy a complaint includes information or matter.²

5. Nominated person

Having regard to s. 48A(2) and (3) of the CC Act, this policy nominates the Executive Director, QPC as the nominated person to notify³ the CCC of the complaint and to deal with the complaint under the CC Act.⁴

The provisions of the CC Act that regulate how the Productivity Commissioner as the public official of the QPC is to notify or deal with a complaint also apply to the Executive Director.⁵

6. Complaints about the Productivity Commissioner

If a complaint may involve an allegation of corrupt conduct by the Productivity Commissioner of the QPC, the complaint may be reported to:

- the nominated person; or
- the CCC directly, via this [form](#) on the CCC's website; or
- a person to whom there is an obligation to report under an Act⁶ (this does not include an obligation imposed by ss. 38 or 39(1) of the CC Act).

If there is uncertainty about whether or not a complaint should be reported, it is best to report it to the nominated person.

Complaints received by the nominated person

If the nominated person reasonably suspects that a complaint involves or may involve corrupt conduct by the Productivity Commissioner, they are to:

1. notify the CCC of the complaint;⁷ and
2. deal with the complaint, subject to the CCC's monitoring role, when pursuant to s. 46 of the CC Act the CCC refers the complaint to the nominated person to deal with.

Complaints received by the Productivity Commissioner

If the Productivity Commissioner receives a complaint that may involve corrupt conduct on their part, they must:

- report the complaint to the nominated person as soon as practicable and may also notify the CCC, and
- take no further action to deal with the complaint unless requested to do so by the nominated person.⁸

² See s. 48A(4) of the CC Act.

³ Pursuant to s. 38 of the CC Act.

⁴ Under Chapter 2, Part 3, Division 4, Subdivision 2 of the CC Act.

⁵ See s. 48A(3) of the CC Act.

⁶ See s. 39(2) of the CC Act.

⁷ Pursuant to s. 38 of the CC Act.

⁸ Under ss. 43 and 44 of the CC Act.

7. Record keeping requirements

Should the nominated person decide that a complaint, or information or matter, about alleged corrupt conduct by the Productivity Commissioner is not required to be notified to the CCC under s. 38 of the CC Act, the nominated person must make a record of the decision that complies with s. 40A of the CC Act.

8. Resourcing the nominated person

If the nominated person has the responsibility to deal with the complaint under s.46 of the CC Act:

- the QPC will ensure that sufficient resources are available to the nominated person to enable them to deal with the complaint appropriately⁹
- the nominated person is to ensure that any consultations for the purpose of securing resources sufficient to deal with the complaint appropriately are confidential and are not disclosed, other than to the CCC, without:
 - authorisation under a law of the Commonwealth or the State; or
 - the consent of the nominated person.
- the nominated person must, at all times, use their best endeavours to act independently, impartially, and fairly having regard to the:
 - purposes of the CC Act¹⁰
 - the importance of promoting public confidence in the way suspected corrupt conduct in the QPC is dealt with;¹¹ and
 - the QPC's statutory, policy and procedural framework.

If the nominated person has responsibility to deal with the complaint, they are delegated the same authority, functions, and powers as the Productivity Commissioner to direct and control staff of the QPC as if the nominated person is the Productivity Commissioner for the purpose of dealing with the complaint only.

9. Crime and Corruption Commission (CCC)

Liaising with the CCC

The Productivity Commissioner is to keep the CCC and the nominated person informed of:

- the contact details for the Productivity Commissioner and the nominated person; and
- any proposed changes to this policy.

Consultation with the CCC

The Productivity Commissioner will consult with the CCC when preparing any policy about how the QPC will deal with a complaint that involves or may involve corrupt conduct by the Productivity Commissioner.

10. Statutory References

Unless otherwise stated, all statutory references are to the *Crime and Corruption Act 2001*.

⁹ See the CCC's corruption purposes and functions set out in ss. 4(1)(b), 33, 34 and 35 of the CC Act and the QPC's relevant statutory, policy and procedural framework which help inform decision making about the appropriate way to deal with the complaint.

¹⁰ See s. 57 of the CC Act and the CCC's corruption purposes and functions set out in ss. 4(1)(b), 33, 34 and 35 of the CC Act.

¹¹ See s. 34(c) of the CC Act.

11. Additional resources

- QPC Commissioner Code of Conduct
- QPC Code of Conduct

The CCC's guide, [Corruption in focus](#), provides practical advice on meeting the QPC's obligations under the CC Act.

Approval

This policy is approved by the Productivity Commissioner.

Date: September 2025

Scheduled review date: September 2027