

Department of Communities, Child Safety and Disability Services

Complaints received during 1 July 2016 to 30 June 2017 ¹

Total number of complaints received ³	Total number of complaints resulting in further action ²	Total number of complaints resulting in <u>no</u> further action
809	603	206

Notes:

1. The complaints reporting methodology has been updated for 2015–16. This methodology better reflects the effort the department puts into managing complaints. Included in this data set are the outcomes or solutions achieved as a consequence of action taken in the handling of complaints.
2. The numbers reported in this section include:
 - all internal reviews (regardless of whether there are resultant recommendation/s or not)
 - complaints (regardless of type and response) that have one (as a minimum) resultant recommendation
 - the outcomes or solutions achieved as a consequence of action taken in the handling of complaints. This applies to all complaints regardless of their type (i.e. low, medium or high complexity) and response (i.e. alternative response or investigation).
3. The decrease in the number of complaints received for the 2016–17 financial year is explained by the introduction of the revised Complaints Management Policy and Procedure, which became effective from 1 July 2016. The new policy and procedure defines a ‘complaint’ versus an ‘issue’, which can be addressed routinely as a request for service. Previously an issue was reported as a complaint.