

Department of Child Safety, Seniors and Disability Services

Complaint Reporting 1 July 2022 to 30 June 2023

The data below is published in accordance with the relevant provision of the *Public Sector Act 2022*.

	Total number of complaints received ¹	Total number of complaints resulting in further action	Total number of complaints resulting in <u>no</u> further action ²
GRAND TOTAL	845	641	204
Child Safety	522	322	200
Complaint	430	263	167
Internal Review	92	59	33
Disability Services and Seniors	323	319	4
Complaint	320	316	4
Internal Review	3	3	0

Notes:

1. 'Total number of complaints resulting in further action' now refers to the number of complaints dealt with through a complaints management process, that resulted in further action by the department.
2. 'Total number of complaints resulting in no further action' now refers to the number of complaints dealt with through a complaints management process, that resulted in no further action by the department.

The department is also required to record, assess and report on human rights allegations in accordance with the *Human Rights Act 2019*. Human rights reporting is recorded separately in the department's Annual Report which is available at [Annual Report - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](https://www.cyjma.qld.gov.au/annual-report).

Approved by:

Charmaine Matebau
A/Chief Practitioner
Child and Family

29/09/2023