

Department of Child Safety, Youth and Women

Complaints received during 1 July 2018 to 30 June 2019

| Total number of complaints received | Total number of complaints resulting in further action ¹ | Total number of complaints resulting in <u>no</u> further action |
|-------------------------------------|---|--|
| 691 | 578 | 23 |

Notes:

1. 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) (regardless of whether there are resultant recommendation/s or not)
- 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).