

Department of Children, Youth Justice and Multicultural Affairs

Complaint Reporting 1 July 2020 to 30 June 2021

The Department of Children, Youth Justice and Multicultural Affairs is committed to working towards implementing all recommendations from the Queensland Ombudsman's, Management of Child Safety Complaints – second report. Significant progress has been made over the reporting period, including the implementation of the department's complaints management policy and procedure on 1 September 2020. The new policy and procedure introduced a formalised *First Attempt at Resolution* process, in addition to a two stage complaints process; *Complaint* and *Internal Review*.

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.

Following machinery of government changes implemented on 12 November 2020, the Department of Youth Justice was abolished as a department and its functions were transferred to the Department of Children, Youth Justice and Multicultural Affairs. Reporting for Youth Justice in this complaints summary is related to the period 13 November 2020 to 30 June 2021.

	Total number of complaints received	Total number of complaints resulting in further action	Total number of complaints resulting in <u>no</u> further action
GRAND TOTAL	913	650	263
Child Safety	817	580	237
Complaint	780	543	237
Internal Review	37	37	0
Youth Justice	96	70	26
Complaint	96	70	26
Internal Review	0	0	0

Notes:

1. Youth Justice complaints data relates to both regional service delivery and youth detention centres, and is sourced from the Detention Centre Operating Information System (DCOIS) and Resolve system.
2. 'Total number of complaints resulting in further action' refers to the number of complaints received that were dealt with through a complaints management process.
3. 'Total number of complaints resulting in no further action' refers to the number of complaints received that were not dealt with through a complaints management process. This includes matters that were deemed the responsibility of another agency and were referred accordingly.