

# Department of Communities, Child Safety and Disability Services

## Complaints Received during 1 July 2015 to 30 June 2016 <sup>1</sup>

Total # Complaints received	Total # Complaints resulting in further action <sup>2</sup>	Total # Complaints resulting in no further action
1624	1452	172

### 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 into 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 includes
  - All internal reviews ( regardless of whether there are or there are no resultant recommendation/s).
  - Complaints (regardless of type and response) that have 1 (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.