

# Department of Child Safety, Youth and Women

## Complaints received during 1 July 2019 to 30 June 2020

Total number of complaints received	Total number of complaints resulting in further action <sup>1</sup>	Total number of complaints resulting in <u>no</u> further action
545	383	162

*Please note the Department of Child Safety, Youth and Women is actively working towards implementing recommendations from the Queensland Ombudsman's, Management of Child Safety Complaints – second report, to address identified issues relating to complaints data.*

### 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)