



Department of Youth Justice

Complaints management summary

Following machinery of government changes implemented on 12 November 2020, the Department of Youth Justice was abolished as a department. The functions of the former department were transferred to the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA). This complaints summary related to the period 1 July to 12 November 2020. Future reporting about complaints relating to youth justice services will be included in DCYJMA reporting.

Total number of complaints received ¹	47
Total number of complaints resulting in further action ²	40
Total number of complaints resulting in no further action ³	7

Notes:

1. All complaints received related to youth detention centres. Data in this table is sourced from the Detention Centre Operating Information System (DCOIS).
2. The 'total number of complaints resulting in further action' is the number of client complaints dealt with by the Department of Youth Justice.
3. The 'total number of complaints resulting in no further action' count is the number of client complaints that were received by the department however were deemed the responsibility of another agency and referred accordingly.