

Department of Children, Youth Justice and Multicultural Affairs

Complaint Reporting 1 July 2021 to 30 June 2022

The data below is published in accordance with the relevant provisions of the *Public Service Act 2008*.

	Total number of complaints received ¹	Total number of complaints resulting in further action	Total number of complaints resulting in <u>no</u> further action ²
GRAND TOTAL	836	674	162
Child and Family Services	511	403	108
Complaint	483	375	108
Internal Review	28	28	0
Youth Justice Services³	325	271	54
Complaint	325	271	54
Internal Review	0	0	0
Multicultural Affairs	0	0	0

Notes:

1. 'Total number of complaints resulting in further action' refers to the number of complaints received that were dealt with through a complaints management process.
2. '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.
3. Youth Justice Services 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.

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 which is available at [Annual Report - Department of Children, Youth Justice and Multicultural Affairs \(cyjma.qld.gov.au\)](https://www.cyjma.qld.gov.au/annual-report).

Approved by:

**Chief Practitioner
Child and Family**

September 2022