

# Department of Communities, Disability Services and Seniors

## Complaints received during 1 July 2017 to 30 June 2018

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
162	116	46

### 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) that have one (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).
2. There were 79 complaints received for the department's portfolio responsibilities prior to the Machinery of Government changes on 12 December 2017 and 83 received after the changes.