



Complaints reporting

Department of Communities, Disability Services and Seniors

Complaints received during the 1 July 2018 to 30 June 2019 reporting period

Total number of complaints received	Total number of complaints resulting in further action ¹	Total number of complaints resulting in <u>no</u> further action
112	84	28

Notes:

- 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).
- There were an additional 190 complaints received from participants of the National Disability Insurance Scheme (NDIS) which were referred to the National Disability Insurance Agency (NDIA) for action.