

Complaints reporting

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Complaints made to the department by or on behalf of members of the public about departmental services during the 1 July 2020 to 30 June 2021 reporting period

Total number of complaints received	Total number of complaints resulting in further action	Total number of complaints resulting in no further action
572	570	2

Notes:

1. A complaint is an expression of dissatisfaction about the department's products, services or staff that requires a response or resolution.
2. 'Further action' is defined as some form of response to the complaint, including an initial assessment. A further response may also include gathering details or evidence about the incident, conducting a review of any type, gathering a response from staff, etc.
3. There were an additional 212 complaints received that related to the National Disability Insurance Scheme (NDIS). The department sought information from the client about their concerns and referred the matter to the National Disability Insurance Agency, NDIS Quality and Safeguards Commission or another entity for action.