

MINISTER FOR CHILD PROTECTION — PORTFOLIOS — COMPLAINTS

420. Mr Z.R.F. Kirkup to the Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services:

In respect of the Minister's portfolio responsibilities for departments, agencies, and publicly owned corporations:

- (a) For the 2014-15 financial year:
  - (i) how many complaints were received by the department;
  - (ii) how many complaints were successfully resolved and closed;
  - (iii) how many complaints are pending action; and
  - (iv) how many complaints were unable to be resolved; and
- (b) For the 2015-16 financial year:
  - (i) how many complaints were received by the department;
  - (ii) how many complaints were successfully resolved and closed;
  - (iii) how many complaints are pending action; and
  - (iv) how many complaints were unable to be resolved?

**Ms S.F. McGurk replied:**

Department for Child Protection and Family Support

- (a) For the 2014-15 financial year:
  - (i) The Department dealt with 335 formal complaints at a district office level;
  - (ii) 90 of these complaints progressed to investigation by the Complaints Management Unit (CMU);
  - (iii) There were no complaints with pending action; and
  - (iv) No complaints progressed to the State Ombudsman, therefore all were considered resolved.
- (b) For the 2015-16 financial year:
  - (i) The Department dealt with 326 formal complaints at a district office level;
  - (ii) 87 formal complaints were progressed to the CMU;
  - (iii) There were no complaints with pending action; and
  - (iv) Four complaints progressed to an Ombudsman inquiry.

Department of Local Government and Communities

- (a) For the 2014-15 financial year:
  - (i) One complaint was received by the department;
  - (ii) One complaint was successfully resolved and closed;
  - (iii) Nil complaints are pending action; and
  - (iv) Nil complaints were unable to be resolved; and
- (b) For the 2015-16 financial year:
  - (i) Nil complaints were received by the department;
  - (ii) Nil complaints were successfully resolved and closed;
  - (iii) Nil complaints are pending action; and
  - (iv) Nil complaints were unable to be resolved.