

Complaints reporting

Department of Aboriginal and Torres Strait Islander Partnerships.

Complaints received during the 1 July 2019 to 30 June 2020 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
12	3	9

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).