



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Ms Anne Maree Sabellico, Acting Deputy-Director General, Children, Families and Strategic Reform

In relation to: Complaint response timeframes

Hearing: 18 February 2025

Uncorrected Proof Transcript p 21

Transcript provided: 20 February 2025

Answer Due: 27 February 2025, 05:00 PM

Ms Sabellico took on notice the following question(s):

MS BARRY: One more supplementary, chair. Do you have stats on the number of complaints that you have received and how long it has taken to respond to them?

Ms Sabellico: Anne Maree Sabellico, Acting Director-General for Community Services Directorate and I have also read and acknowledge the privilege statement.

In terms of the number of complaints, I can give you the detail about the complaints received across Children Youth and Families as a division, so in the 23-24 financial year we had 150 reported complaints. 65 of those were the level one complaints that Tina was talking about, which are best sort of addressed locally and trying to find the solution locally to be able to, you know, support resolution.

Those that then get raised up to level two go to our independent complaints and client services area. We had 95 of those, and I do not have for those numbers, though, how long they took to complete, but usually complaints when they become level two they are very comprehensively reviewed and considered, and that could take, you know, up to six weeks, depending on the issue to be able to finalise because they independently review all information available to them and check for the process and the decision making rationale around those, but I can provide you on notice that information about the length of time for each of those 95.

Suzanne Orr MLA: The answer to the Member's question is as follows:

Of the 95 Level 2 Complaints made, 36% were completed within 40 business days as per the Complaints Handling and Management Policy.

The remaining 64% of complaints were completed, on average, in 81 business days.

The additional time taken to complete the complaint process for these matters can be attributed to several factors including:

- the significant resolution focus that goes into complaint management
- the complexity of the matter
- reliance on interagency processes
- delayed responses from complainants.

Approved for circulation to the Standing Committee on Social Policy

Signature:

Date:

27/02/25

By the Acting Minister for Children, Youth and Families, Suzanne Orr MLA