

# Department of Youth Justice, Employment, Small Business and Training

## Customer Complaints Information – 2022–23

The Department of Youth Justice, Employment, Small Business and Training (DYJESBT) aims to deliver quality services that respond to the needs of Queenslanders. To help achieve this, DYJESBT is committed to effective customer complaints management and ensures compliance with section 264 of the *Public Sector Act 2022* (Qld). The department's Complaints Management Policies set the direction for complaints received by DYJESBT. The department is committed to ensuring that complaints received are dealt with fairly, promptly and in an efficient and confidential manner, which is compatible with human rights, and that the complainant is aware of the complaints management process and what to expect when they lodge a complaint.

The department is committed to ensuring that its complaint management approach is effective and provides consistent processes for:

- receiving, recording, responding to, and reporting on complaints about the services, products, or actions of DYJESBT or its staff when providing those services
- receiving and managing complaints from young people in youth detention centres
- analysing and identifying opportunities to improve service delivery
- promoting public confidence in DYJESBT's actions and decisions by being open and transparent in the management of complaints.

In 2022–23, the department received a total of 258 complaints, comprised of 216 internal complaints and 42 external customer complaints. None of the complaints were formal human rights complaints received from the Queensland Human Rights Commission. There were 152 complaints received which were identified as involving human rights (see over for the human rights data break up).

General Criteria	Total
Total number of complaints received by DYJESBT	258
Total number of complaints resulting in further action	152
Total number of complaints resulting in no further action	67
Total number of complaints pending – review still underway	39

In 2022–23, from the 42 external customer complaints received, there were:

- 12 resulting in further action
- 19 resulting in no further action
- 11 pending – review still underway.

In 2022–23, from the 216 internal complaints relating to Youth Detention Centres regarding issues affecting detained young people, there were:

- 140 resulting in further action
- 48 resulting in no further action
- 28 pending – review still underway.

Human Rights related complaints	Total
Total number of complaints identified by the department where human rights were engaged	152
Total number of complaints identified by the department where human rights were engaged – investigated and unsubstantiated	56
Total number of complaints identified by the department where human rights were engaged – resolved through local management action	42
Total number of complaints identified by the department where human rights were engaged – investigation is ongoing	33
Total number of complaints identified by the department where human rights were engaged – investigation identified as frivolous or insufficient evidence to support allegation	17
Total number of complaints identified by the department where human rights were engaged – investigated and substantiated	4

Further information regarding the details of actions taken during 2022–23 to further the objectives of the *Human Rights Act 2019, section 97(2)* including details of reviews the department undertook of policies, practices or services undertaken in relation to their compatibility with human rights, is available in the DYJESBT Annual Report 2022–23, on our website [www.desbt.qld.gov.au/about-us/reports](http://www.desbt.qld.gov.au/about-us/reports).

Feedback: The department takes any enquiries and complaints seriously. We welcome any feedback you may have regarding our services. For providing feedback or making a complaint visit our website [www.desbt.qld.gov.au/contact-us](http://www.desbt.qld.gov.au/contact-us).

