

Department of Families, Seniors, Disability Services and Child Safety

Annual Complaints Report

1 July 2025 to 30 June 2026

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Introduction

This report is prepared in accordance with section 264 of the *Public Sector Act 2022*, which requires Queensland public sector entities to publish annual information about customer complaints managed under their complaints management systems.

The Department of Families, Seniors, Disability Services and Child Safety is committed to managing complaints fairly, transparently and responsively. Customer feedback and complaints provide valuable insights that help improve service delivery, strengthen decision-making and enhance accountability.

The report includes customer complaints managed under the department's complaints management system during the period 1 July 2025 to 30 June 2026. It does not include matters managed outside the customer complaints framework, such as serious conduct or performance matters that are generally managed through other departmental processes.

The department's Complaint Management Policy and Complaint Management Procedure align with the Queensland Public Service Customer Complaint Management Guideline. Customer complaints are managed through a three-level framework:

- First Attempt at Resolution (FAAR): concerns resolved at the earliest opportunity without progressing to a formal complaint. FAAR represents early resolution action taken by the department.
- Complaint: an expression of dissatisfaction about a departmental decision, action, service or staff member that requires a formal response.
- Internal Review: a review of a complaint outcome where the complainant remains dissatisfied with the department's response.

This report presents complaints data for the period 1 July 2025 to 30 June 2026. The data has been prepared in accordance with the department's Complaint Management Policy. For the purposes of this report:

- Received refers to matters received and triaged during the reporting period.
- Further Action refers to matters that required additional response or action following assessment, investigation or review. This does not necessarily mean the complaint was substantiated or upheld.

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- No Further Action refers to matters that, following assessment, investigation or review, did not require additional response or action. All matters received were acknowledged and responded to.
 - Not Yet Finalised refers to matters that remained open as at 30 June 2026.
 - The figures include only matters that were triaged and assigned during the reporting period. Matters received but not yet triaged by 30 June 2026 are excluded.

Department of Families, Seniors, Disability Services and Child Safety

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action	Total number of matters resulting in no further action
Total Matters	4518	142	3789	587
First Attempt at Resolution (FAAR)	3688	11	3677	0
Complaint	697	106	89	502
Internal Review	133	25	23	85

Table 1: Complaints received by the Department of Families, Seniors, Disability and Child Services (DFSDSCS) as a whole.

Service Delivery – Child and Family

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action	Total number of matters resulting in no further action
Total Matters	4397	132	3725	540
First Attempt at Resolution (FAAR)	3631	11	3620	0
Complaint	638	99	83	456
Internal Review	128	22	22	84

Table 2: Complaints Service Delivery – Child and Family as a subset of DFSDSCS complaints.

Commissioning

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action	Total number of matters resulting in no further action
Total Matters	42	2	39	1
First Attempt at Resolution (FAAR)	39	0	39	0
Complaint	3	2	0	1
Internal Review	0	0	0	0

Table 3: Complaints Commissioning as a subset of DFSDSCS complaints.

Corporate Services

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action	Total number of matters resulting in no further action
Total Matters	17	3	13	1
First Attempt at Resolution (FAAR)	13	0	13	0
Complaint	0	0	0	0
Internal Review	4	3	0	1

Table 4: Complaints Corporate services as a subset of DFSDSCS complaints

Strategy, Policy and Legislation

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action	Total number of matters resulting in no further action
Total Matters	1	0	0	1
First Attempt at Resolution (FAAR)	0	0	0	0
Complaint	1	0	0	1
Internal Review	0	0	0	0

Table 5: Complaints Strategy, Policy and Legislation as a subset of DFSDSCS complaints

Service Delivery – Disability Services

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action	Total number of matters resulting in no further action
Total Matters	61	5	12	44
First Attempt at Resolution (FAAR)	5	0	5	0
Complaint	55	5	6	44
Internal Review	1	0	1	0

Table 6: Complaints Service Delivery – Disability Services as a subset of DFSDSCS complaints