

Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2022-23	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2022-23	
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued		Withdrawn
PUBLIC SECTOR										
Biodiversity, Conservation and Attractions, Department of	4	1	2			1			4	
Central Regional TAFE	2									
Child and Adolescent Health Service	2		1		1				2	
Communities, Department of	271	22	27	77	32	86		4	6	254
East Metropolitan Health Service	9	1	2	1	2	1				7
Economic Regulation Authority	1									
Education, Department of	33		7	3	9	12			2	33
Finance, Department of	14		3	3	2	6			1	15
Fire and Emergency Services, Department of	3	1	1			1				3
Fremantle Port Authority	1	1								1
Gold Corporation	3		2			1				3
Health and Disability Services Complaints Office	7		1	2	2	3				8
Health, Department of	39	2	3	17		21		1	1	45
Insurance Commission of Western Australia	5			2		2				4
Jobs, Tourism, Science and Innovation, Department of	2				1	1			1	3
Justice, Department of	220	15	33	58	51	60			5	222
Landgate	7	1			2					3
Legal Aid WA	12		3	4	2	1			2	12
Legal Practice Board	6		2	2	1			1		6
Legal Services and Complaints Committee	6	3			1	2				6
Local Government, Sport and Cultural Industries, Department of	9	1	1	1	4	3				10
Main Roads Western Australia	13	3	7	2		2				14
Mental Health Advocacy Service	1					1				1
Metronet	3	1	1			2				4
Metropolitan Cemeteries Board	3				1					1
Mines, Industry Regulation and Safety, Department of	26	4	5	5	2	9			1	26
North Metropolitan Health Service	7		3		1	1				5

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North Metropolitan TAFE	5					4			4	
PathWest	3		1	1	1				3	
Planning, Lands and Heritage, Department of	12	1	2	2	5	1			11	
Primary Industries and Regional Development, Department of	8		1	2	1		1		5	
Prisoners Review Board	2				2	1			3	
Public Advocate	11	2	3	4		1		1	11	
Public Sector Commission	2	1		1					2	
Public Transport Authority	19		5	1	4	6	1	1	18	
Public Trustee	36	2	2	12	9	12		1	38	
SERCO - Acacia Prison	36	4	6	12	7	7		1	37	
Small Business Development Corporation	79	19		2	7	57		1	86	
South Metropolitan Health Service	6	1	3		2				6	
South Metropolitan TAFE	2			1		1			2	
South Regional TAFE	3		1	1				1	3	
Teacher Registration Board	1	1							1	
Training Accreditation Council	1									
Training and Workforce Development, Department of	4			2	1			1	4	
Transport, Department of	58	3	8	17	11	16		1	56	
WA Country Health Service	14		10	1	1	2			14	
Water and Environmental Regulation, Department of	6	1	1	2		1			5	
Water Corporation	1				1				1	
Western Australia Police Force	121	9	50	39	9	9			116	
TOTAL PUBLIC SECTOR COMPLAINTS	1,139	100	197	277	175	334	0	8	27	1,118

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LOCAL GOVERNMENT									
Albany, City of	3			2		1			3
Armadale, City of	5			4	1				5
Augusta / Margaret River, Shire of	4		1			1			2
Bassendean, Town of	3	1		1		2			4
Bayswater, City of	9		1	1	3	2	2		9
Belmont, City of	8	5			2	1			8
Boyup Brook, Shire of	1					1			1
Bridgetown / Greenbushes, Shire of	2					2			2
Broome, Shire of	2			1	1				2
Bunbury, City of	3					2		1	3
Busselton, City of	1					1			1
Cambridge, Town of	7	1	2		3	3	1		10
Canning, City of	15		2	6	2	8			18
Capel, Shire of	5	1		2		2		1	6
Chittering, Shire of	3		1						1
Claremont, Town of	2		1			1			2
Cockburn, City of	9	2	5	1	2	6		1	17
Collie, Shire of	2	1				1			2
Coolgardie, Shire of	1					1			1
Corrigin, Shire of	1								
Cottesloe, Town of	3			1				1	2
Dandaragan, Shire of	1					1			1
Denmark, Shire of	1			1	1				2
Derby / West Kimberley, Shire of			1						1
Dundas, Shire of	1	1							1
East Pilbara, Shire of	3		1			2			3
Exmouth, Shire of	1								
Fremantle, City of	10		1	2	3	5			11
Gingin, Shire of	1								
Gosnells, City of	11		1	2	2	4	2		11
Greater Geraldton, City of	2		1			1			2
Harvey, Shire of	3		2			1			3
Joondalup, City of	24	2	1	4	1	6		2	16
Kalamunda, City of	8	1	4	1	2	2			10
Kalgoorlie / Boulder, City of	1			1					1
Karratha, City of	2			1					1
Katanning, Shire of	1			1					1
Kojonup, Shire of	1				1				1
Kwinana, City of	5		1		1	1		2	5
Laverton, Shire of	2		2						2
Mandurah, City of	9			1	2	3			6
Manjimup, Shire of	1				1				1
Meekatharra, Shire of	1				1				1
Melville, City of	11	2	3	1	4	3			13
Mosman Park, Town of	4				2	1			3
Mundaring, Shire of	7		3	1					4

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Nannup, Shire of	1					2			2	
Narrogin, Shire of	5			1	2	1			4	
Nedlands, City of	8	2	2	1	1				6	
Northam, Shire of	1					1			1	
Perenjori, Shire of	1	1							1	
Perth, City of	14		11	2		1			14	
Plantagenet, Shire of	2							1	1	
Port Hedland, Town of	4			1		2			3	
Ravensthorpe, Shire of	1									
Rockingham, City of	16	1	2	3	3	3	1		13	
Serpentine / Jarrahdale, Shire of	3	1	1					1	3	
South Perth, City of	2			1		2			3	
Stirling, City of	25		3	7	5	9		1	25	
Subiaco, City of	2					1			1	
Swan, City of	15		2	2	2	2		4	12	
Tammin, Shire of	1		1						1	
Three Springs, Shire of	1					1			1	
Toodyay, Shire of	2									
Trayning, Shire of	1		1						1	
Upper Gascoyne, Shire of						1			1	
Victoria Park, Town of	12		2	3	1	3			9	
Victoria Plains, Shire of						1			1	
Vincent, City of	6		2	2		2		1	7	
Wanneroo, City of	20		5	3	3	10		2	24	
York, Shire of	1		1						1	
TOTAL LOCAL GOVERNMENT COMPLAINTS	344	22	67	61	52	107	1	7	17	334

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UNIVERSITIES										
Curtin University	32		5	7	3	8		5		28
Edith Cowan University	27	2	2	4	3	2		8		21
Murdoch University	16	1	2	6	3	2		3		17
University of Western Australia	26	2	2	4	2	7		4		21
TOTAL UNIVERSITIES	101	5	11	21	11	19	0	20	0	87
AGENCIES OUT OF JURISDICTION										
Organisation not identified	10	3	3		5				2	13
Agencies out of jurisdiction	766	75	677						2	754
TOTAL AGENCIES OUT OF JURISDICTION	776	78	680		5				4	767
TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1,586	127	275	360	238	461	1	35	44	1,541
Total complaints about agencies out of jurisdiction	776	78	680		5				4	767
GRAND TOTAL	2,362	205	955	360	243	461	1	35	48	2,308