



Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2015-16	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2015-16	
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Not sustained or cannot be determined	Discontinued		Withdrawn
PUBLIC SECTOR										
Aboriginal Affairs, Department of	1				1					1
Assessor of Criminal Injuries Compensation	1				2					2
Attorney General, Department of the	24	1	5	2	6	8	1		1	24
Central Regional TAFE	1								1	1
Child Protection and Family Support, Department for	61	7	5	18	4	23	2			59
Commerce, Department of	17	1	1	4	4	6			1	17
Construction Industry Long Service Leave Payments Board	3		1	2						3
Corrective Services, Department of	214	2	19	37	49	93			9	209
Culture and the Arts, Department of	1									
Disability Services Commission	5				1	3				4
Education Services, Department of	1									
Education, Department of	30		5	3	7	11	2			28
Environment Regulation, Department of	1					1				1
Environmental Protection Authority, Office of the	1	1								1
Finance, Department of	5		1	2						3
Fire and Emergency Services, Department of	2		1			1				2
Fisheries, Department of	2				1					1
Gold Corporation	1					1				1
Government Employees Superannuation Board	3	1		1		1				3
Health and Disability Services Complaints Office	4			1		3				4
Health, Department of	29	5	10	3	10	2			1	31
Housing Authority	133		9	14	23	68	1	1	1	117
Insurance Commission of Western Australia	5		2			2				4
Keep Australia Beautiful Western Australia	1		1							1
Land Surveyors Licensing Board	1					1				1
Landcorp (WA Land Authority)	1						1			1
Landgate	4				1	1				2
Lands, Department of	3	1			1	1				3
Legal Aid WA	10	1			5	4				10
Legal Practice Board	1				1					1
Legal Profession Complaints Committee	2				1	1				2
Local Government and Communities, Department of	4		1		1	3				5

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Lotteries Commission	1		1							1
Main Roads Western Australia	7		1	1	3	2				7
Metropolitan Cemeteries Board	3					3	1			4
Metropolitan Redevelopment Authority	1					1	2			3
North Metropolitan TAFE	12		3	2	3	2	3			13
Planning, Department of	3	1	1			1	1			4
Potato Marketing Corporation	1									
Premier and Cabinet, Department of the	3				1	1				2
Prisoners Review Board	2				1					1
Public Advocate, Office of the	5	1	1		1	2				5
Public Sector Commission	3		2				2			4
Public Transport Authority	27		11	3	4	6			2	26
Public Trustee	31	1	3	3	10	14	1			32
Racing, Gaming and Liquor, Department of	1				1					1
Regional Development, Department of	1				1					1
Rottnest Island Authority	1		1							1
School Curriculum and Standards Authority	7					1	6			7
SERCO - Acacia Prison	67	1	5	10	18	35				69
South Metropolitan TAFE	4	1				4				5
South Regional TAFE	1				1					1
South West Development Commission	1									
Sport and Recreation, Department of	2							1		1
Teacher Registration Board	2					2				2
Training Accreditation Council	2		1			1				2
Training and Workforce Development, Department of	9		1			2	4	1		8
Transport, Department of	77	2	11	19	6	28			2	68
Veterinary Surgeons' Board						1				1
Water Corporation	2		1							1
Western Australia Police	131	7	27	32	24	36				126
Western Australian Planning Commission	1				1					1
Workcover	2					1				1
TOTAL PUBLIC SECTOR COMPLAINTS	982	34	131	157	193	377	27	3	18	940





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LOCAL GOVERNMENT										
Albany, City of	3					2				2
Armadale, City of	5			4	1	1				6
Bassendean, Town of	1									
Bayswater, City of	6	1	1		2	2				6
Belmont, City of	6			3		4				7
Boddington, Shire of	1									
Bridgetown-Greenbushes, Shire of						1				1
Broome, Shire of	2				1	1				2
Bunbury, City of	4		1			2			1	4
Busselton, City of	4		2							2
Cambridge, Town of	2					2				2
Canning, City of	6		2			1			1	4
Capel, Shire of	1					1				1
Carnarvon, Shire of	1					1				1
Chittering, Shire of	2		3			1				4
Christmas Island, Shire of	2									
Claremont, Town of	3		2		1	1	1			5
Cockburn, City of	7	1			1	2			1	5
Cocos (Keeling) Islands, Shire of	5								1	1
Collie, Shire of	1					1				1
Coolgardie, Shire of	1									
Coorow, Shire of	1									
Cottesloe, Town of	2		1			1				2
Cunderdin, Shire of					1					1
Dardanup, Shire of	3		1		1	1				3
Denmark, Shire of	2	1			1					2
Donnybrook-Balingup, Shire of	2				1	1				2
Dumbleyung, Shire of	1					1				1
East Pilbara, Shire of	1									
Esperance, Shire of	1			1						1
Fremantle, City of	5			1	2	2				5
Gingin, Shire of	3	1				1				2
Gosnells, City of	10	1	4	2	1	3				11
Harvey, Shire of	3					3				3
Joondalup, City of	19	1	3	4	1	9				18
Kalamunda, Shire of	7			3	2	2				7
Kalgoorlie-Boulder, City of			1							1
Karratha, City of	5		1							1
Kojonup, Shire of	1									
Kwinana, City of	1			1						1
Mandurah, City of	9		3	1	2	1	1			8
Melville, City of	15	1	2	2	4	4	1			14
Mingenew, Shire of	1				1					1
Mosman Park, Town of	1					1				1
Mt. Marshall, Shire of	1	1								1
Mundaring, Shire of	8		2	2	1	1				6

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Murray, Shire of	2				1					1
Nedlands, City of	4					3				3
Northam, Shire of	6					5		1	1	7
Perth, City of	14	1	8	1	1	1				12
Port Hedland, Town of	4	1			2					3
Rockingham, City of	11	1	2			7				10
Serpentine Jarrahdale, Shire of	3			1		2				3
South Perth, City of	8		2	1		5				8
Stirling, City of	32	4	2	2	7	12				27
Subiaco, City of	1					2				2
Swan, City of	12				4	7				11
Toodyay, Shire of	7		3		2	2				7
Trayning, Shire of	1					1				1
Victoria Park, Town of	5		1	2		2				5
Vincent, City of	7		1			4	1			6
Wagin, Shire of	1									
Wanneroo, City of	12		2	4	2	2				10
Waroona, Shire of	2					1				1
Wyndham-East Kimberley, Shire of	1									
Yilgarn, Shire of	1			1						1
York, Shire of	1					1				1
TOTAL LOCAL GOVERNMENT COMPLAINTS	300	15	50	36	43	111	4	1	5	265



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UNIVERSITIES										
Curtin University	48		3	10	11	11	6		3	44
Edith Cowan University	22		1	5	4	8	2	1	2	23
Murdoch University	10	1	1	1	2	6	1			12
University of Western Australia	6				3	3				6
TOTAL UNIVERSITIES	86	1	5	16	20	28	9	1	5	85

AGENCIES OUT OF JURISDICTION										
Organisation not identified	3	1							2	3
Agencies out of jurisdiction	592	124	470							594
TOTAL AGENCIES OUT OF JURISDICTION	595	125	470						2	597

TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1368	50	186	209	256	516	40	5	28	1290
Total complaints about agencies out of jurisdiction	595	125	469						2	597
GRAND TOTAL	1963	175	656	209	256	516	40	5	30	1887