



Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2016-17	Complaints finalised at assessment				Complaints finalised at investigation		Withdrawn	Total Complaints Finalised in 2016-17
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Not sustained, cannot be determined, or discontinued		
PUBLIC SECTOR									
Agriculture and Food, Department of	2	1				1			2
Attorney General, Department of the	26	6	4	2	4	7		2	25
Child and Adolescent Health Service	2	1	1						2
Child Protection and Family Support, Department for	79	11	8	23	12	19		2	75
Commerce, Department of	22		3	4	6	7			20
Construction Industry Long Service Leave Payments Board	3		1		2				3
Corrective Services, Department of	279	8	25	54	48	132		6	273
Culture and the Arts, Department of						1			1
Disability Services Commission	3		1			1			2
East Metropolitan Health Service	8		4	2	1				7
Education, Department of	40		7	3	12	18		1	41
Environment Regulation, Department of	3	1	1			1			3
Environmental Protection Authority, Office of the	2	1			1				2
Finance, Department of	6	2	2			4			8
Fire and Emergency Services, Department of	1	1							1
Fisheries, Department of						1			1
Government Employees Superannuation Board	2	1	1						2
Health and Disability Services Complaints Office	3				1	1			2
Health, Department of	7	1	1		1	2			5
Housing Authority	135	10	11	25	30	67	1		144
Insurance Commission of Western Australia	4	1	3	1		1			6
Keep Australia Beautiful Council (Western Australia)	2		1			1			2
Landgate	8			2		4	1	1	8
Lands, Department of	2								
Legal Aid WA	7	1		1	1	4			7
Legal Profession Complaints Committee	2		1			1			2
Local Government and Communities, Department of	4			1		1			2
Lotteries Commission	2					1			1
Main Roads Western Australia	14	1	5			5		1	12
Metropolitan Cemeteries Board	1					1			1
Mines and Petroleum, Department of	1		1						1
North Metropolitan Health Service	2		1		1	1			3

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North Metropolitan TAFE	7		1	1	2	1		1	6
Parks and Wildlife, Department of	4	1		1		1			3
Planning, Department of	2					1			1
Potato Marketing Corporation					1				1
Premier and Cabinet, Department of the	3	2		1		1			4
Prisoners Review Board	7		1	2	4	1			8
Public Advocate	8	1	4	1		1			7
Public Sector Commission	3	3							3
Public Transport Authority	11		5		2	4		1	12
Public Trustee	22		4	3	2	12			21
Racing, Gaming and Liquor, Department of	1	1							1
Regional Development, Department of	1				1				1
Rottne Island Authority	1					1			1
School Curriculum and Standards Authority	3					2			2
SERCO - Acacia Prison	56	2	7	10	8	32		1	60
Sodexo - Melaleuca Remand and Reintegration Facility	18	1		3	2	4		1	11
South Metropolitan Health Service	13	1	8	1	1	2			13
South Metropolitan TAFE	4			1	1	1			3
South Regional TAFE	1			1					1
South West Development Commission			1						1
Sport and Recreation, Department of					1				1
Teacher Registration Board	1					1			1
Training Accreditation Council	2		2	1					3
Training and Workforce Development, Department of		1							1
Transport, Department of	71	4	19	8	10	28	1	1	71
WA Country Health Service	4	1	1	1	1				4
Water Corporation	1					1			1
Western Australia Police	162	11	38	45	15	50		1	160
Workcover	2		2						2
TOTAL PUBLIC SECTOR COMPLAINTS	1080	76	175	198	171	426	3	19	1068





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LOCAL GOVERNMENT									
Albany, City of	1					1			1
Armadale, City of	14	1	1	3		6	1		12
Augusta / Margaret River, Shire of	3	1	1	1					3
Bassendean, Town of	2	1		1					2
Bayswater, City of	11		2	1	1	4			8
Belmont, City of	5		2		2	1			5
Boddington, Shire of	1			1		1			2
Boyup Brook, Shire of	1			1					1
Bridgetown / Greenbushes, Shire of	1		1						1
Brookton, Shire of	1					1			1
Broome, Shire of	2		1			1			2
Broomehill, Shire of	4	1		1	1				3
Bunbury, City of	2		1				1		2
Busselton, City of	3		1		1	2	1		5
Cambridge, Town of	6	1				3	1		5
Canning, City of	2		1			3			4
Carnarvon, Shire of	7								
Chittering, Shire of	5		1		2	2			5
Christmas Island, Shire of					1	1			2
Claremont, Town of	2		2						2
Cockburn, City of	17		2		3	10			15
Cocos (Keeling) Islands, Shire of			2			1	1		4
Collie, Shire of	1			1					1
Coolgardie, Shire of					1				1
Coorow, Shire of	1					1			1
Cottesloe, Town of	3			1					1
Cranbrook, Shire of	3						1		1
Cunderdin, Shire of	2					1			1
Dandaragan, Shire of	2					2			2
Dardanup, Shire of	2	1							1
Denmark, Shire of	2	1		1					2
Donnybrook / Balingup, Shire of	1						1		1
Dundas, Shire of	1		1						1
East Fremantle, Town of	1					1			1
East Pilbara, Shire of						1			1
Esperance, Shire of	4	1				3			4
Exmouth, Shire of	2	1	1						2
Fremantle, City of	6	1	1			3			5
Gingin, Shire of	2		1		1		1		3
Gosnells, City of	10	1	1	1	1	6	1		11
Greater Geraldton, City of	1		1						1
Harvey, Shire of	4	1			1	1		1	4
Irwin, Shire of	1								
Joondalup, City of	26	2	3	2	3	11	1	2	24
Kalamunda, Shire of	11	1	3		1	5			10

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Kalgoorlie / Boulder, City of	1			1					1
Karratha, City of	1	1		1		3			5
Katanning, Shire of	3					3			3
Kojonup, Shire of						1			1
Kwinana, City of	1					1			1
Mandurah, City of	13		3		2	5		2	12
Melville, City of	25	3	8	2	3	7	1		24
Mosman Park, Town of	1	1							1
Mundaring, Shire of	4		1		2	4			7
Murray, Shire of	3		1			2	1		4
Nannup, Shire of	1					1			1
Nedlands, City of	7	1	2	1		2	1		7
Northam, Shire of	9		1	2	3	2			8
Northampton, Shire of	1								
Nungarin, Shire of	1					1			1
Perenjori, Shire of	1	1							1
Perth, City of	14	3	3	2	5	2		1	16
Plantagenet, Shire of	3					2			2
Port Hedland, Town of	1		2						2
Rockingham, City of	14		2	2	2	6			12
Serpentine / Jarrahdale, Shire of	5		1			3			4
South Perth, City of	6				2	1	1		4
Stirling, City of	22	2	3	2	3	11	1		22
Subiaco, City of	9	1	2		1	4	1		9
Swan, City of	15	2	4	1	4	4	1		16
Toodyay, Shire of	4	1			1	3			5
Victoria Park, Town of	10	2	1		2	4		2	11
Vincent, City of	9		3		1	4		1	9
Wagin, Shire of						1			1
Wanneroo, City of	20		6	1	4	9	1	1	22
Waroona, Shire of	3		1			1	1	1	4
West Arthur, Shire of	1					1			1
Wyndham / East Kimberley, Shire of					1				1
Yalgoo, Shire of	1					1			1
York, Shire of	3				1	2			3
TOTAL LOCAL GOVERNMENT COMPLAINTS	388	33	74	30	56	163	19	11	386



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UNIVERSITIES									
Curtin University	42	1		8	4	17	13	1	44
Edith Cowan University	23	1	1	4	3	7	2	2	20
Murdoch University	9	1	1		2	3	1	1	9
University of Western Australia	9				2	3	1		6
TOTAL UNIVERSITIES	83	3	2	12	11	30	17	4	79

AGENCIES OUT OF JURISDICTION									
Organisation not identified	9	5	2						7
Agencies out of jurisdiction	630	95	534						629
TOTAL AGENCIES OUT OF JURISDICTION	639	100	536	0	0	0	0	0	636

TOTAL COMPLAINTS									
Total complaints about agencies in jurisdiction	1551	112	251	240	238	619	39	34	1533
Total complaints about agencies out of jurisdiction	639	100	536						636
GRAND TOTAL	2190	212	787	240	238	619	39	34	2169