

## Appendix 1 - Complaints Received and Finalised

	Total Complaints Received in 2019-20	Complaints finalised at assessment				Complaints finalised at investigation		Withdrawn	Total Complaints Finalised in 2019-20
		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									
Biodiversity, Conservation and Attractions, Department of	6	2	2		1		1		6
Central Regional TAFE					1				1
Chief Psychiatrist, Office of the	1								
Child and Adolescent Health Service	2		1		1				2
Communities, Department of	184	13	19	48	21	71	3	5	180
Department of Treasury	1		1						1
East Metropolitan Health Service	8	1	5			1	1		8
Education, Department of	26	2	6	2	8	10	2	2	32
Finance, Department of	10	1	1	3		1			6
Forest Products Commission	3	1		2					3
Fremantle Port Authority	2		2						2
Gold Corporation	1				1				1
Government Employees Superannuation Board	2		1		1				2
Health and Disability Services Complaints Office	10	1	1	2		5			9
Health Support Services	1				1				1
Health, Department of	10	2	4		3	1		1	11
Insurance Commission of Western Australia	6	2	1		2	1		1	7
Justice, Department of	327	14	46	57	88	132	3	10	350
Landcorp (WA Land Authority)	1		1						1
Landgate	8	3	2			4			9
Legal Aid WA	10	3		2	2	4			11
Legal Practice Board	3	1	1		1				3
Legal Profession Complaints Committee	5	1		1	3	1			6
Local Government, Sport and Cultural Industries, Department of	4	1	1		1	1			4
Lotteries Commission	1	1		1					2
Main Roads Western Australia	13	2	2	1	2	5	1		13
Metropolitan Cemeteries Board	2	1				1			2
Metropolitan Redevelopment Authority	1						1		1

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Mines, Industry Regulation and Safety, Department of	22	3	3	1	4	10	2	2	25
North Metropolitan Health Service	4		1	2	1		1		5
North Metropolitan TAFE	17	1	1	4	5	2		2	15
Planning, Lands and Heritage, Department of	10	5		1	3		1		10
Premier and Cabinet, Department of the	2		2						2
Primary Industries and Regional Development, Department of	6			3	2			1	6
Prisoners Review Board	5		2	2	2				6
Public Sector Commission	1	1							1
Public Transport Authority	12		2	1	3	8			14
SERCO - Acacia Prison	33		4	8	12	7			31
Small Business Development Corporation	1								
Sodexo - Melaleuca Remand and Reintegration Facility <sup>2</sup>	28		4	10	11	8			33
South Metropolitan Health Service	9		8	1		1			10
South Metropolitan TAFE	6			3		2			5
South Regional TAFE	1					1			1
State Supply Commission	1						1		1
Training and Workforce Development, Department of	1			1					1
Transport, Department of	57	6	5	8	9	18	1	3	50
Veterinary Surgeons' Board	1								
WA Country Health Service	5		5			1			6
Water and Environmental Regulation, Department of	10	3	1	1	1	1	1	1	9
Water Corporation	1					1			1
Western Australia Police Force	132	9	45	34	19	18		8	133
Western Australian Electoral Commission	1								
Western Power Corporation	3	1							1
Workcover	1	1	2						3
<b>TOTAL PUBLIC SECTOR COMPLAINTS</b>	<b>1018</b>	<b>83</b>	<b>182</b>	<b>199</b>	<b>209</b>	<b>316</b>	<b>19</b>	<b>36</b>	<b>1044</b>

<sup>2</sup> Sodexo ceased operating Melaleuca Remand and Reintegration Facility on 4 April 2020. After this date, the facility became Melaleuca Women's Prison and is operated by the Department of Justice.

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	LOCAL GOVERNMENT								
Albany, City of	5			1	1	1			3
Armadale, City of	10			2	1	7			10
Ashburton, Shire of					1	1			2
Bassendean, Town of	1		1						1
Bayswater, City of	7			2	1	2			5
Belmont, City of	3							1	1
Boddington, Shire of	1				1				1
Boyup Brook, Shire of	1				1				1
Bunbury, City of	4				1	1			2
Busselton, City of	5		1			2		1	4
Cambridge, Town of	3	1						1	2
Canning, City of	5		3			3		1	7
Capel, Shire of	1					1			1
Carnarvon, Shire of	1		1						1
Christmas Island, Shire of	1		1						1
Claremont, Town of	2		1						1
Cockburn, City of	12	2	2	1		5	1		11
Coolgardie, Shire of	3	2	1						3
Coorow, Shire of	1					1			1
Cottesloe, Town of	1				1				1
Cranbrook, Shire of	1					1			1
Cuballing, Shire of	2	1				1			2
Cunderdin, Shire of	3			1		2			3
Dardanup, Shire of							1		1
Denmark, Shire of	2				1	1			2
Donnybrook / Balingup, Shire of	4			1	1				2
East Fremantle, Town of	1			1					1
East Pilbara, Shire of	1				1				1
Esperance, Shire of	2	1				1			2
Exmouth, Shire of	1								
Fremantle, City of	10	2	3	1	2	3			11
Gingin, Shire of	3					1	1	1	3
Goomalling, Shire of	1		1						1
Gosnells, City of	7	1			2	1			4
Halls Creek, Shire of	1					1			1
Harvey, Shire of	4	1	1	1		1			4
Joondalup, City of	12		3	1	4	4	1	1	14
Kalamunda, City of	4		1		1	1			3
Kalgoorlie / Boulder, City of	4	1		1	1				3
Karratha, City of	1		1						1
Katanning, Shire of	1					1			1
Kent, Shire of	1								
Kwinana, City of	5			1	1	2			4
Leonora, Shire of	1					1			1
Mandurah, City of	9	1	2			5		2	10
Manjimup, Shire of	4	1		1	1	1			4

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Melville, City of	16	1	3	1	1	7	3		16
Mindarie Regional Council	1								
Moora, Shire of					1				1
Mosman Park, Town of	2		1	1					2
Mundaring, Shire of	7				4	3	1		8
Murray, Shire of	1	1						1	2
Nannup, Shire of	2	1					1		2
Narrogin, Shire of	1					1			1
Nedlands, City of	1					2			2
Northam, Shire of	2				1	2			3
Perth, City of	33		24	3	2	2	1		32
Port Hedland, Town of	1	1							1
Rockingham, City of	18	1	4	1	2	6	2	2	18
Serpentine / Jarrahdale, Shire of	4				1	1		1	3
South Perth, City of	7	1	1	1	2	4			9
Stirling, City of	21	1	6	2	5	9	1	1	25
Subiaco, City of	3		1			2			3
Swan, City of	14	1		1	3	8			13
Three Springs, Shire of	1					1			1
Toodyay, Shire of	2			1		1			2
Victoria Park, Town of	5		5						5
Victoria Plains, Shire of	2			1	1	1			3
Vincent, City of	15		9	1	1	3	1		15
Wanneroo, City of	20	5		3	2	13	1	1	25
Wyndham / East Kimberley, Shire of	1	1							1
York, Shire of	1					1			1
<b>TOTAL LOCAL GOVERNMENT COMPLAINTS</b>	<b>333</b>	<b>28</b>	<b>77</b>	<b>31</b>	<b>49</b>	<b>119</b>	<b>15</b>	<b>14</b>	<b>333</b>

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UNIVERSITIES									
Curtin University	36	1	2	1	2	10	16	6	38
Edith Cowan University	18		3	2	2	6	3	3	19
Murdoch University	11			3	3	1	2		9
University of Notre Dame	1		1						1
University of Western Australia	9	1	1			6	1		9
TOTAL UNIVERSITIES	75	2	7	6	7	23	22	9	76
AGENCIES OUT OF JURISDICTION									
Organisation not identified	4	2			2				4
Agencies out of jurisdiction	551	77	471						548
TOTAL AGENCIES OUT OF JURISDICTION	555	79	471		2				552
TOTAL COMPLAINTS									
Total complaints about agencies in jurisdiction	1426	113	266	236	265	458	56	59	1453
Total complaints about agencies out of jurisdiction	555	79	471		2				552
GRAND TOTAL	1981	192	737	236	267	458	56	59	2005