

Appendix 1 - Complaints Received and Finalised

	Total Complaints Received in 2020-21	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2020-21
		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	
PUBLIC SECTOR									
Agricultural Produce Commission	1				1				1
Biodiversity, Conservation and Attractions, Department of	7	1			2	1	1		5
Chief Psychiatrist, Office of the	1		1			1			2
Child and Adolescent Health Service	1		1						1
Communities, Department of	172	6	9	41	21	88	6	8	179
DevelopmentWA	3	1		1	1				3
East Metropolitan Health Service	15	1	10	2	2	1			16
Education, Department of	36	1	9	4	6	6	1	2	29
Finance, Department of	25	1	8	9	5	4		1	28
Fire and Emergency Services, Department of	5	1	1	1	1				4
Forest Products Commission	1					1			1
Fremantle Port Authority	2			1		1			2
Gold Corporation	1		1						1
Government Employees Superannuation Board (GESB)	6		5						5
Health and Disability Services Complaints Office	6	1	2	1	1	2			7
Health, Department of	37	1	5	7	4	5		1	23
Insurance Commission of Western Australia	10	1	3	2	1	3			10
Jobs, Tourism, Science and Innovation, Department of	1					1			1
Justice, Department of	293	16	33	87	64	73	1	11	285
Landgate	3			1		2			3
Legal Aid WA	8	2	1	1	1	4			9
Legal Practice Board	1				1				1
Legal Profession Complaints Committee	9	1	4		2	1	1		9
Local Government, Sport and Cultural Industries, Department of	8	2		2		2		1	7
Lotteries Commission	4			2	2				4
Main Roads Western Australia	23	1	6	2	3	5		2	19
Mental Health Commission	1		1						1

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Mental Health Tribunal	1	1							1	
Metropolitan Cemeteries Board	6	1			1	2	1	2	7	
Mines, Industry Regulation and Safety, Department of	46	3	5	6	10	17		3	44	
North Metropolitan Health Service	10		6	1		1			8	
North Metropolitan TAFE	8		1	3	2	2		1	9	
North Regional TAFE	2		1				1		2	
Planning, Lands and Heritage, Department of	8	1	2	1	2		1		7	
Premier and Cabinet, Department of the	2			1	1				2	
Primary Industries and Regional Development, Department of	10	1	2	4	1	1			9	
Prisoners Review Board	4			1	1				2	
Public Sector Commission	1	1							1	
Public Transport Authority	15		4			10		1	15	
SERCO - Acacia Prison	41		12	12	6	12		1	43	
Small Business Development Corporation	3			1	1	2			4	
South Metropolitan Health Service	9		4	1	1			1	7	
South Metropolitan TAFE	5		1	1	1	2			5	
South Regional TAFE	1			1					1	
Teacher Registration Board	2		1					1	2	
Training and Workforce Development, Department of	2						2		2	
Transport, Department of	64	2	4	18	7	26	1	1	59	
Treasury, Department of	1				1				1	
Veterinary Surgeons' Board						1			1	
WA Country Health Service	10		6	2	1				9	
Water and Environmental Regulation, Department of	9	1	1		4	1	2		9	
Water Corporation	2		1		1				2	
Western Australia Police Force	146	6	33	70	11	16	2	4	142	
Western Australian Electoral Commission	1	1							1	
Workcover	3		1		1				2	
TOTAL PUBLIC SECTOR COMPLAINTS	1092	55	185	287	171	293	1	20	41	1053

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LOCAL GOVERNMENT										
Albany, City of	5	1		1	1	2		2		7
Armadale, City of	12			3		10				13
Ashburton, Shire of	1									
Augusta / Margaret River, Shire of	3				2					2
Bayswater, City of	14	1	5	1	1	6				14
Belmont, City of	5				3	2		1	1	7
Boddington, Shire of	2	1	1							2
Boyup Brook, Shire of	1	1								1
Bridgetown / Greenbushes, Shire of	1				1					1
Brookton, Shire of	1					1				1
Broomehill, Shire of	1					1				1
Bunbury, City of	2				1	3				4
Busselton, City of	2				1			2		3
Cambridge, Town of	9	1	3	1	2	3				10
Canning, City of	5	1	1	2		1		1		6
Capel, Shire of	2			1	1					2
Carnarvon, Shire of	1		1							1
Chapman Valley, Shire of	1		1							1
Claremont, Town of						1				1
Cockburn, City of	13	1	2	1	3	7		1		15
Coolgardie, Shire of	1								1	1
Cottesloe, Town of	3		2			1				3
Cranbrook, Shire of	1					1				1
Dalwallinu, Shire of	1		1							1
Dandaragan, Shire of	1					1				1
Dardanup, Shire of	1			1						1
Denmark, Shire of	3		1			1				2
Derby / West Kimberley, Shire of	1									
Donnybrook / Balingup, Shire of	1		1			1		1		3
Dundas, Shire of	1		1							1
East Fremantle, Town of	3			1		1				2
East Pilbara, Shire of	1					1				1
Exmouth, Shire of			1							1
Fremantle, City of	11			1	1	5		3	1	11
Gingin, Shire of	1		1							1
Goomalling, Shire of	1	1								1
Gosnells, City of	2					3				3
Greater Geraldton, City of	1					1				1
Harvey, Shire of	11	4			2	4				10
Joondalup, City of	14		4	1	6	2			1	14
Kalamunda, City of	5		2			4				6
Kalgoorlie / Boulder, City of	3	1	1			2			1	5
Katanning, Shire of	2					1				1
Kellerberin, Shire of	1		1							1
Kent, Shire of	1			1		1				2
Kwinana, City of	4	1			1	3				5

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Laverton, Shire of	1		1						1
Mandurah, City of	6	1	2	1	1	1			6
Melville, City of	18	1	3	1	5	2	3	1	16
Merredin, Shire of	1		1						1
Mindarie Regional Council			1						1
Moora, Shire of	1						1		1
Mosman Park, Town of	1			1					1
Mt. Magnet, Shire of	1					1			1
Mt. Marshall, Shire of	1					1			1
Mukinbudin, Shire of	1			1					1
Mundaring, Shire of	7		1	1	2	2			6
Murray, Shire of	3			1	1	1			3
Narrogin, Shire of	2					2			2
Nedlands, City of	3	1			1				2
Northam, Shire of	3			1					1
Perth, City of	19		12	2	3	2		1	20
Plantagenet, Shire of	2					1			1
Ravensthorpe, Shire of	1		1						1
Rockingham, City of	9		3	2		3		1	9
Serpentine / Jarrahdale, Shire of	8	1	2	1	1	4			9
South Perth, City of	11	1		1	1	6	1		10
Stirling, City of	21	2	3		4	6	1	1	17
Subiaco, City of	6	1	1		1	2		1	6
Swan, City of	14	1			4	7	1		13
Toodyay, Shire of	2		1						1
Victoria Park, Town of	2		1			1			2
Victoria Plains, Shire of	2	1		1					2
Vincent, City of	12		2	1	3	2		1	9
Wagin, Shire of	1		1						1
Wanneroo, City of	26	4	6	6	1	5		3	25
Wiluna, Shire of	1			1					1
York, Shire of	4		1		1	3			5
TOTAL LOCAL GOVERNMENT COMPLAINTS	346	28	72	38	55	120	20	14	347

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UNIVERSITIES										
Curtin University	27	1	2	4	7	8		7		29
Edith Cowan University	22	1	1	1	7	1		7	1	19
Murdoch University	8	1	1	3	1	1		2		9
University of Western Australia	27	1	2	4	7	5		10		29
TOTAL UNIVERSITIES	64	3	5	12	16	8		19	1	64
AGENCIES OUT OF JURISDICTION										
Organisation not identified	10	2	4		1				1	8
Agencies out of jurisdiction	607	80	508						2	590
TOTAL AGENCIES OUT OF JURISDICTION	617	82	512		1				3	598
TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1502	86	262	337	242	428	1	52	56	1464
Total complaints about agencies out of jurisdiction	617	82	512		1				3	598
GRAND TOTAL	2119	168	774	337	243	428	1	52	59	2062