

Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2021-22	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2021-22	
		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public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued		Withdrawn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										
Agricultural Produce Commission	1					1				1
Biodiversity, Conservation and Attractions, Department of	4		1	1	1	4				7
Central Regional TAFE	2								2	2
Communities, Department of	224	13	8	55	38	96		1	3	214
Construction Training Fund	1		1							1
East Metropolitan Health Service	5		3	2						5
Education, Department of	36	2	6	10	8	8		4	1	39
Finance, Department of	24	3	5	4	4	5			2	23
Fire and Emergency Services, Department of	2					2				2
Forest Products Commission	1				1					1
Gold Corporation	1	1								1
Government Employees Superannuation Board (GESB)	4		5							5
Health and Disability Services Complaints Office	11			3	4	3				10
Health, Department of	92	6	9	37	15	26		1	2	96
Insurance Commission of Western Australia	11	2	4	1	2	1				10
Jobs, Tourism, Science and Innovation, Department of	2				1					1
Justice, Department of	226	12	42	82	48	38		3	4	229
Kimberley Ports Authority	1					1				1
Landgate	1		1							1
Legal Aid WA	15	2	4	6	1	1				14
Legal Services and Complaints Committee	7		2	1	2	1			1	7
Local Government, Sport and Cultural Industries, Department of	5		1	2	1	1				5
Lotteries Commission	2			1		1				2
Main Roads Western Australia	13	1	3	2	2	6			1	15
Mental Health Commission	2					1			1	2
Metropolitan Cemeteries Board	5			1	2	2				5

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Mines, Industry Regulation and Safety, Department of	45	4	8	6	15	6		1	3	43
North Metropolitan Health Service	2	1	1							2
North Metropolitan TAFE	4		2	2						4
PathWest			1							1
Planning, Lands and Heritage, Department of	10	1	1	1	1	1		2	2	9
Premier and Cabinet, Department of the	2	2								2
Primary Industries and Regional Development, Department of	1					2				2
Prisoners Review Board	2				2				1	3
Public Advocate	12	1		2	5	6	1	1	1	17
Public Sector Commission	6			2	3	1				6
Public Transport Authority	14	1	4	2	1	6				14
Public Trustee	42	2	4	10	7	12		1	2	38
SERCO - Acacia Prison	37	6	2	15	9	5			1	38
Small Business Development Corporation	41	3			5	20				28
South Metropolitan Health Service	10		8	2		2				12
South Metropolitan TAFE	6		3	2	1	1				7
South Regional TAFE	3			1	1	1				3
Teacher Registration Board	1					1				1
Training and Workforce Development, Department of	3		1	1				1		3
Transport, Department of	51	4	7	14	7	27			2	61
Veterinary Surgeons' Board	4				3	1				4
WA Country Health Service	12		6		4	1			1	12
Water and Environmental Regulation, Department of	4	2			3			1		6
Water Corporation	3		2		1					3
Western Australia Police Force	161	9	34	84	24	9		1	4	165
Western Australian Electoral Commission	3	2	1							3
Western Power Corporation	2			1		1				2
Workcover	1			1	1					2
TOTAL PUBLIC SECTOR COMPLAINTS	1180	80	180	354	223	301	1	17	34	1190

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LOCAL GOVERNMENT										
Albany, City of	4			1	2	2				5
Armadale, City of	10			2	2	5			1	10
Ashburton, Shire of					1					1
Augusta / Margaret River, Shire of	3	1	2		1					4
Bassendean, Town of	3					2				2
Bayswater, City of	9	1	4	1	2	1		1		10
Belmont, City of	4		2			1			1	4
Bridgetown / Greenbushes, Shire of	3					2				2
Brookton, Shire of	1				1					1
Bunbury, City of	4				2	2				4
Busselton, City of	3			1	2			1		4
Cambridge, Town of	5				1					1
Canning, City of	7		1	1	1			1		4
Capel, Shire of	1									
Carnarvon, Shire of	3			2	1					3
Claremont, Town of	2		2							2
Cockburn, City of	26	2	3	2	4	6				17
Coolgardie, Shire of	1				1					1
Cottesloe, Town of	4		1		3					4
Cranbrook, Shire of	1		1							1
Cunderdin, Shire of	1		1							1
Dardanup, Shire of	1			1						1
Denmark, Shire of						1				1
Derby / West Kimberley, Shire of	3	1		1		1				3
Donnybrook / Balingup, Shire of	1			1						1
East Fremantle, Town of	2				1	2				3
Exmouth, Shire of	1				1					1
Fremantle, City of	17	1	2	2	4	5				14
Gingin, Shire of	2		1	1						2
Gnowangerup, Shire of	2				1	1				2
Gosnells, City of	7				1	4		1		6
Greater Geraldton, City of	3		2			1				3
Halls Creek, Shire of	1					1				1
Harvey, Shire of	2	1	1		1					3
Irwin, Shire of	1					1				1
Joondalup, City of	14		2	4	4	4		1		15
Kalamunda, City of	11	1	2	1	2	3				9
Kalgoorlie / Boulder, City of	4	1	1		1	1				4
Katanning, Shire of	1	1				1				2
Kwinana, City of	6	1	1	1	2	1				6
Laverton, Shire of	1				1					1
Mandurah, City of	13		3	4	2	2			1	12
Manjimup, Shire of	1				1					1
Melville, City of	17		6	1	4	5		1	2	19
Merredin, Shire of	1		1							1
Moora, Shire of	1								1	1

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Morawa, Shire of	1					1				1
Mosman Park, Town of	1					1				1
Mt. Marshall, Shire of	1		1							1
Mundaring, Shire of	6			1	2	3		1		7
Murray, Shire of	1			1						1
Nannup, Shire of	3		1			1				2
Narrogin, Shire of	2	1		1						2
Nedlands, City of	6	1			1	4		1		7
Northam, Shire of			1		1					2
Northampton, Shire of	2				1			1		2
Peppermint Grove, Shire of	1					1				1
Perth, City of	13		7	2	1	2				12
Plantagenet, Shire of	1		1			1				2
Port Hedland, Town of	1					1				1
Rockingham, City of	15	2	4	1	2	5		1		15
Serpentine / Jarrahdale, Shire of	7		4			2		1		7
South Perth, City of	7	1	2		2	1				6
Stirling, City of	36		6	7	9	12		2	2	38
Subiaco, City of	4		2		1	1				4
Swan, City of	10		2	2	1	3		3		11
Three Springs, Shire of	1									
Toodyay, Shire of	2	1				2				3
Upper Gascoyne, Shire of	1									
Victoria Park, Town of	13		2	2	4	4				12
Victoria Plains, Shire of	2		1							1
Vincent, City of	7	1	1	2	2	3		1		10
Wanneroo, City of	15		1	1	4	5			1	12
Waroona, Shire of	1			1						1
Wyndham / East Kimberley, Shire of	1				1					1
TOTAL LOCAL GOVERNMENT COMPLAINTS	369	18	75	48	82	108	0	17	9	357

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UNIVERSITIES										
Curtin University	29	2	2	7	12	2		4	1	30
Edith Cowan University	16	1	1	1	10			5		18
Murdoch University	9		1	1	5	1		1		9
University of Notre Dame	2	1							1	2
University of Western Australia	14		3	1	5	1		1	1	12
TOTAL UNIVERSITIES	70	4	7	10	32	4	0	11	3	71
AGENCIES OUT OF JURISDICTION										
Organisation not identified	11	2	1		4				2	9
Agencies out of jurisdiction	703	133	567		3				3	706
TOTAL AGENCIES OUT OF JURISDICTION	714	135	568		7				5	715
TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1619	102	262	412	337	413	1	45	46	1618
Total complaints about agencies out of jurisdiction	714	135	568		7				5	715
GRAND TOTAL	2333	237	830	412	344	413	1	45	51	2333