## Appendix 1 – Complaints Received and Finalised

		Com	-	s finalis ssment		fir	ompla nalise restig	d at		
	Total Complaints Received in 2022-23	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public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	Withdrawn	Total Complaints Finalised in 2022-23
PUBLIC SECTOR										
Biodiversity, Conservation and Attractions,	4	1	2			1				4
Department of Central Regional TAFE	2									
Child and Adolescent Health Service	2		1		1					2
Communities, Department of	271	22	27	77	32	86		4	6	254
East Metropolitan Health Service	9	1	2	1	2	1				7
Economic Regulation Authority	1									
Education, Department of	33		7	3	9	12			2	33
Finance, Department of	14		3	3	2	6			1	15
Fire and Emergency Services, Department of	3	1	1			1				3
Fremantle Port Authority	1	1								1
Gold Corporation	3		2			1				3
Health and Disability Services Complaints Office	7		1	2	2	3				8
Health, Department of	39	2	3	17		21		1	1	45
Insurance Commission of Western Australia	5			2		2				4
Jobs, Tourism, Science and Innovation, Department of	2				1	1			1	3
Justice, Department of	220	15	33	58	51	60			5	222
Landgate	7	1			2					3
Legal Aid WA Legal Practice Board	12		3	4	2	1			2	12
0	6	2	2	2	1	0		1		6
Legal Services and Complaints Committee Local Government, Sport and Cultural	6	3			1	2				6
Industries, Department of	9	1	1	1	4	3				10
Main Roads Western Australia	13	3	7	2		2				14
Mental Health Advocacy Service	1					1				1
Metronet	3	1	1			2				4
Metropolitan Cemeteries Board	3				1					1
Mines, Industry Regulation and Safety, Department of	26	4	5	5	2	9			1	26
North Metropolitan Health Service	7		3		1	1				5

		Com		s finali ssmen	sed at t	fir	ompla nalise restig			
	Total Complaints Received in 2022-23	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public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	Withdrawn	Total Complaints Finalised in 2022-23
North Metropolitan TAFE	5					4				4
PathWest	3		1	1	1	4				3
Planning, Lands and Heritage, Department of	12	1	2	2	5	1				11
Primary Industries and Regional Development, Department of	8		1	2	1			1		5
Prisoners Review Board	2				2	1				3
Public Advocate	11	2	3	4		1			1	11
Public Sector Commission	2	1		1						2
Public Transport Authority	19		5	1	4	6		1	1	18
Public Trustee	36	2	2	12	9	12			1	38
SERCO - Acacia Prison	36	4	6	12	7	7			1	37
Small Business Development Corporation	79	19		2	7	57			1	86
South Metropolitan Health Service	6	1	3		2					6
South Metropolitan TAFE	2			1		1				2
South Regional TAFE	3		1	1					1	3
Teacher Registration Board	1	1								1
Training Accreditation Council	1									
Training and Workforce Development, Department of	4			2	1				1	4
Transport, Department of	58	3	8	17	11	16			1	56
WA Country Health Service	14		10	1	1	2				14
Water and Environmental Regulation, Department of	6	1	1	2		1				5
Water Corporation	1				1					1
Western Australia Police Force	121	9	50	39	9	9				116
TOTAL PUBLIC SECTOR COMPLAINTS	1,139	100	197	277	175	334	0	8	27	1,118

Basenden, City of Basenden, City of Basende					ts fina essme		fin	ompla ialise estiga	d at		
Albary, City of         3         3         1		Total Complaints Received in 2022-23	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	Total Complaints Finalised in 2022-23
Armadale, City of     5     10     10     11     10 <th< th=""><th>LOCAL GOVERNMENT</th><th></th><th>_</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>	LOCAL GOVERNMENT		_								
Augusta / Margaret River, Shire of     4     1     1     1     1     1     1     2     1     1     2     4     4       Bassendean, Town of     3     1     1     1     1     2     1     1     2     4     4       Bassendean, Town of     8     5     1     1     3     2     2     2     9       Belmont, City of     8     5     1   <	Albany, City of						1				
Bassendean, Town of         3         1         1         1         2         1         1         3         2         1         4           Bayswater, City of         9         1         1         3         2         1         2         1         3         2         1         3         2         1         3         3         1         1         3         2         1 <th1< th="">         1         <th1< th=""></th1<></th1<>	Armadale, City of				4	1					
Bayswater, City of         9         1         1         3         2         1         2         1         2         1         3         2         1         2         1         3         8           Beyoup Brock, Shire of         1         1         1         2         1         1         1         2         1         1         1         2         1         1         1         2         1         1         3         2         1         1         1         1         3         2         1         1         3         1         2         1         1         1         3         3         1         1         3         3         1         1         3         3         1         1         3         1         1         3         3         1         1         3         1         1         3         3         1         1         3         1         1         3         1         1         3         1         1         3         1         1         3         1         1         1         1         3         1         1         3         1         1         1         1	Augusta / Margaret River, Shire of			1							
Belmont, City of85121114111 <td>Bassendean, Town of</td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Bassendean, Town of		1								
Boyup Brook, Shire of         1 <th1< th="">         1         1         1</th1<>				1	1				2		
Bridgetown / Greenbushes, Shire of         2         1         2         1         3         3         1         1         3           Bussetton, City of         11         1         2         6         2         8         1         0         1			5			2					
Broome, Shire of         2         1         1         1         1         1         1         1         2         1         3           Busselton, City of         11         1         1         2         1         1         3           Busselton, City of         11         1         2         1         2         3         3         1         1         3           Cambridge, Town of         7         1         2         6         2         8         1         1         6           Cambridge, Shire of         55         1         2         6         2         1         6         1         1         6         1         1         6         1         1         6         1         1         6         1         1         6         1         1         6         1         1         6         1         1         7         1         2         1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>											
Bunbury, City of311 <td></td> <td></td> <td></td> <td></td> <td>4</td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td>					4		2				
Busselton, City of         1         1         1         1         2         1 <th1< th="">         1         1</th1<>					1	1	0			4	
Cambridge, Town of         7         1         2         0         3         3         1         1         10           Canning, City of         15         1         2         6         2         8         1         1         18           Capel, Shire of         5         1         2         6         2         8         1         1         6           Chittering, Shire of         3         1         1         2         1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td></t<>										1	
Canning, City of         15         1         2         6         2         8         1         1         18           Capel, Shire of         5         1         1         2         1         22         1			1	2		2			1		
Capel, Shire of       5       1       2       1       2       1       1       6         Chittering, Shire of       3       1			1		6				I		
Chittering, Shire of311			1	2		2				1	
Claremont, Town of     2     1     1     1     1     1     1     1     1     1     1       Cockburn, City of     9     2     5     1     2     6     1     1     17       Cockburn, City of     2     1     1     2     6     1     1     2       Coolgardie, Shire of     1     1     1     1     1     1     2       Corrigin, Shire of     1     1     1     1     1     1     1     1       Cottesloe, Town of     3     1     1     1     1     1     1     1     1     1     1       Dendaragan, Shire of     1     1     1     1     1     1     1     1     2       Derby / West Kimberley, Shire of     1     1     1     1     1     1     1     1     1     1       East Pilbara, Shire of     1     1     1     1     1     1     1     1     1     1     1       Gosnelis, City of     10     1     2     2     4     2     1     1       Gosnelis, City of     11     1     1     2     2     1     1     2     2				1	2		~				
Cockburn, City of         9         2         5         1         2         6         1         1         11           Collie, Shire of         1							1				
Collie, Shire of       2       1       I <thi< th=""> <thi< th=""> <thi< th="">       &lt;</thi<></thi<></thi<>			2		1	2				1	
Coolgardle, Shire of111											
Corrigin, Shire of111 </td <td></td>											
Cottesloe, Town of33111 </td <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		1									
Dandaragan, Shire of111		3			1					1	2
Derby / West Kimberley, Shire ofImage: Marking of the state of the stat		1					1				1
Dundas, Shire of111 <td></td> <td>1</td> <td></td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>2</td>		1			1	1					2
East Pilbara, Shire of311122113Exmouth, Shire of111235111 </td <td>Derby / West Kimberley, Shire of</td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td>	Derby / West Kimberley, Shire of			1							1
Exmouth, Shire of         1         1         2         3         5         1         2         3         5         1         1         1           Fremantle, City of         10         1         2         3         5         1         1         1           Gosnells, City of         11         1         2         2         4         2         1         1           Greater Geraldton, City of         2         1         1         2         2         4         2         1         1           Greater Geraldton, City of         24         2         1         4         1         6         1         2         1         1         2         2         4         1         2         1         1         1         2         1<	Dundas, Shire of	1	1								1
Fremantle, City of         10         1         2         3         5         6         6         11           Gingin, Shire of         1         1         2         2         4         2         2         11           Gosnells, City of         11         1         2         2         4         2         1         1           Greater Geraldton, City of         2         1         1         2         2         4         2         1         2           Harvey, Shire of         3         2         1         4         1         6         2         16           Joondalup, City of         24         2         1         4         1         2         2         16         3           Kalamunda, City of         8         1         4         1         2         2         16         10           Kalagorlie / Boulder, City of         1         1         4         1         2         2         16         11           Katanning, Shire of         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1	East Pilbara, Shire of	3		1			2				3
Gingin, Shire of         1         1         I <thi< th="">         I         <thi< th=""></thi<></thi<>	Exmouth, Shire of										
Gosmells, City of11122421Greater Geraldton, City of211 $-$ 1 $-$ 1 $-$ 2Harvey, Shire of321416 $-$ 216Harvey, Shire of2421416 $-$ 216Kalamunda, City of814122 $-$ 1010Kalgoorlie / Boulder, City of814122 $-$ 1010Kalamunda, City of1 $ -$ 1 $ -$ 1010Kalgoorlie / Boulder, City of1 $    -$ 10Katanning, Shire of1 $       -$ Kojonup, Shire of1 $        -$ Kwinana, City of5 $          -$ Mandurah, City of9 $   -$	Fremantle, City of			1	2	3	5				11
Greater Geraldton, City of211111112Harvey, Shire of321416123Joondalup, City of2421416216Kalamunda, City of814122110Kalgoorlie / Boulder, City of1141221610Karatha, City of2141221010Katanning, Shire of11111111Kojonup, Shire of111111111Kwinana, City of51111125Laverton, Shire of22211125Laverton, Shire of2221125Mandurah, City of911231112Mandurah, City of11111111111Meekatharra, Shire of111111111111Meekatharra, Shire of111111111111111111111111111111											
Harvey, Shire of Joondalup, City of33214161216Joondalup, City of2421416216216Kalamunda, City of8141221410210Kalgoorlie / Boulder, City of11412211010Karatha, City of211					2	2			2		
Joondalup, City of       24       2       1       4       1       6       0       2       16         Kalamunda, City of       8       1       4       1       2       2       0       0       2       10         Kalgoorlie / Boulder, City of       1       4       1       2       2       0       0       10         Karatha, City of       1       0       1       1       0       0       0       1       10         Karatha, City of       2       0       1       1       1       0       0       0       1       1         Katanning, Shire of       1       0       1       1       0       0       0       1       1         Kojonup, Shire of       1       0       1       1       1       0       0       1       1         Kwinana, City of       2       1       1       1       1       2       5         Laverton, Shire of       9       1       2       3       1       1       1       1       2       5         Manjimup, Shire of       1       2       3       1       2       3       1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>											
Kalamunda, City of       8       1       4       1       2       2       Image: Constraint of the symbol			0		4	4				0	
Kalgoorlie / Boulder, City of11IIIIIIKarratha, City of2511111111Katranning, Shire of11I11II1111Kojonup, Shire of1II1IIII11II <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td></td>										2	
Karratha, City of22111111111Katanning, Shire of111			1	4		2	2				
Katanning, Shire of11111111Kojonup, Shire of11111111111Kwinana, City of51111125Laverton, Shire of22211122Mandurah, City of911231122Manjimup, Shire of1111111111Meekatharra, Shire of11111111111Melville, City of11231431131313Mosman Park, Town of40112111113											
Kainmang, bine of111111Kojonup, Shire of151111125Laverton, Shire of222111225Laverton, Shire of901230022Mandurah, City of91123006Manjimup, Shire of10111011Meekatharra, Shire of12311001Melville, City of11231430013Mosman Park, Town of400121003											
KindpictureSolutionSolu						1					
Laverton, Shire of222MMMMMMMandurah, City of90123006Manjimup, Shire of1M1101111Meekatharra, Shire of1MM1111111Melville, City of11231430131313Mosman Park, Town of4011210133				1			1			2	
Mandurah, City of91236Manjimup, Shire of1112316Meekatharra, Shire of1111111Melville, City of1123143013Mosman Park, Town of4012103						•				~	
Manjimup, Shire of1I1I1Meekatharra, Shire of1IIIIMelville, City of1123143IMosman Park, Town of4IIIIII				_	1	2	3				
Maching, Gine Gr11111Meekatharra, Shire of1231431Melville, City of1123143113Mosman Park, Town of402103							-				
Molecular Id, of model         11         2         3         1         4         3         1         13           Melville, City of         11         2         3         1         4         3         1         13           Mosman Park, Town of         4         1         2         1         1         3         3											
Mosman Park, Town of         4         2         1         3			2	3	1		3				
						2					
	Mundaring, Shire of	7		3	1						4

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				ts fina essme		fin	ompla ialise estiga			
	Total Complaints Received in 2022-23	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	Total Complaints Finalised in 2022-23
Nannup, Shire of	1					2				2
Narrogin, Shire of	5			1	2	1				4
Nedlands, City of	8	2	2	1	1					6
Northam, Shire of	1					1				1
Perenjori, Shire of	1	1								1
Perth, City of	14		11	2		1				14
Plantagenet, Shire of	2								1	1
Port Hedland, Town of	4			1		2				3
Ravensthorpe, Shire of	1									
Rockingham, City of	16	1	2	3	3	3	1			13
Serpentine / Jarrahdale, Shire of	3	1	1						1	3
South Perth, City of	2			1		2				3
Stirling, City of	25		3	7	5	9			1	25
Subiaco, City of	2					1				1
Swan, City of	15		2	2	2	2			4	12
Tammin, Shire of	1		1							1
Three Springs, Shire of	1					1				1
Toodyay, Shire of	2									
Trayning, Shire of	1		1							1
Upper Gascoyne, Shire of						1				1
Victoria Park, Town of	12		2	3	1	3				9
Victoria Plains, Shire of						1				1
Vincent, City of	6		2	2		2			1	7
Wanneroo, City of	20		5	3	3	10		2	1	24
York, Shire of	1		1							1
TOTAL LOCAL GOVERNMENT COMPLAINTS	344	22	67	61	52	107	1	7	17	334

		Complaints finalised at assessment				fir	ompla nalise restig			
	Total Complaints Received in 2022-23	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	Total Complaints Finalised in 2022-23
UNIVERSITIES										
Curtin University	32		5	7	3	8		5		28
Edith Cowan University	27	2	2	4	3	2		8		21
Murdoch University	16	1	2	6	3	2		3		17
University of Western Australia	26	2	2	4	2	7		4		21
TOTAL UNIVERSITIES	101	5	11	21	11	19	0	20	0	87

AGENCIES OUT OF JURISDICTION							
Organisation not identified	10	3	3	5		2	13
Agencies out of jurisdiction	766	75	677			2	754
TOTAL AGENCIES OUT OF JURISDICTION	776	78	680	5		4	767

TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1,586	127	275	360	238	461	1	35	44	1,541
Total complaints about agencies out of jurisdiction	776	78	680		5				4	767
GRAND TOTAL	2,362	205	955	360	243	461	1	35	48	2,308