

Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2011-12	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2011-12	
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Further investigation not warranted	Resolved	Sustained	Not sustained or cannot be determined	Discontinued		Withdrawn
PUBLIC SECTOR											
Agriculture and Food, Department of	4	1			2	1		1			5
Assessor of Criminal Injuries Compensation	1					1					1
Attorney General, Department of the	18	3	3	3	2	7					18
Builders' Registration Board						1					1
Building Disputes Tribunal	2							1			1
Busselton Water Board	2					1					1
Cemetery Boards	4	2		2		2					6
Central Institute of Technology	6			1		1		2		2	6
Challenger Institute of Technology	2	1								1	2
Child Protection, Department for	57	1	1	17	9	20	1	1		3	53
Commerce, Department of	47	4	3	9	20	11		1		1	49
Communities, Department for	10			1		7		1			9
Conservation Commission of WA	1			1							1
Corrective Services, Department of	502	6	17	87	69	49	1	5		7	241
Culture and the Arts, Department of	1				2						2
Disability Services Commission	1				1			2			3
Education Services, Department of	6	1				2					3
Education, Department of	32	1		7	10	6		2	1	2	29
Electoral Commission	1	1									1
Environment and Conservation, Department of	14	1	1	2	3	10				1	18
Environmental Protection Authority, Office of the	2					1		1			2
Finance, Department of	14	2	2	3	1	4					12
Financial Institutions Authority	1	1									1
Fire and Emergency Services Authority	2					1					1
Fisheries, Department of	3					3					3
Forest Products Commission	7	1	2	1	3	1					8
Gold Corporation	2				2						2
Government Employees Superannuation Board	3				2	1					3
Health and Disability Services Complaints Office	1					1				1	2
Health, Department of	24	7	2	8	6	3				3	29
Heritage Council	1										
Housing, Department of	137	6	2	14	27	94	1	6		2	152
Indigenous Affairs, Department of	2				1			1			2
Industrial Relations Commission Registrar, Department of the						1					1
Insurance Commission of Western Australia	5				3	2		1			6
Keep Australia Beautiful Council	1				1						1
Land Surveyors Licensing Board	1										

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Landcorp (WA Land Authority)	2	1		1							2
Landgate	10		2	3		3				2	10
Legal Aid WA	8			1	5	3					9
Legal Practice Board	1		1								1
Legal Profession Complaints Committee	6	1			3					1	5
Local Government, Department of	4				2	3			1		6
Main Roads WA	7	1			2	3					6
Mental Health Review Board					1						1
Mines and Petroleum, Department of	1			1		1					2
Occupational Therapists Registration Board	1										
Planning, Department of	4		1		3						4
Plumbers Licensing Board	2			1		1		1			3
Polytechnic West	6		1		1	1		2		1	6
Premier and Cabinet, Department of	1				1						1
Prisoners Review Board	9	2	1		5	2					10
Public Advocate	6				1	3					4
Public Sector Commission	1			1							1
Public Transport Authority	9		2	2	2	3				4	13
Public Trustee	22			10	7	3		1	1		22
Racing, Gaming and Liquor, Department of	2										
Real Estate and Business Agents Supervisory Board	2		1			1					2
Regional Development and Lands, Department of	2			1	1						2
Rottnest Island Authority	2		1					1			2
School Curriculum and Standards Authority	3			1		1					2
SERCO - Acacia Prison	38	2	3	13	11	12	17	4		1	63
Training and Accreditation Council	2		1								1
Training and Workforce Development, Department of	3			1		1		1		1	4
Transport, Department of	68	1	1	15	24	28		1		3	73
Veterinary Surgeons' Board								1			1
Water Corporation	35	1	4	17	9	6		1			38
Water, Department of	9			2	1	4		3			10
West Coast Institute of Training	4				1			3			4
Western Australia Police	148	12	21	75	31	23		4		4	170
Western Australian College of Teaching	2				1	2					3
Western Australian Planning Commission	6		1	1		2		3			7
Western Power Corporation	1			1	1						2
Workcover	3		1		1					2	4
TOTAL PUBLIC SECTOR COMPLAINTS	1347	60	75	303	278	337	20	51	3	42	1169

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LOCAL GOVERNMENT											
Albany, City of	9		1		4	1		2			8
Armadale, City of	4				1	2					3
Augusta / Margaret River, Shire of	4				1	4					5
Bassendean, Town of	1			1							1
Bayswater, City of	7			2	3	2					7
Belmont, City of	1							1			1
Brookton, Shire of	2				1						1
Broome, Shire of	2			1	1						2
Bunbury, City of	1					2					2
Busselton, City of	4			2		2					4
Cambridge, Town of	2		1			1					2
Canning, City of	10			1	6	2					9
Capel, Shire of	1							1			1
Carnarvon, Shire of	4	1				1					2
Chapman Valley, Shire of	1										
Chittering, Shire of	2			1							1
Christmas Island, Shire of	1					2					2
Claremont, Town of	4				2					1	3
Cockburn, City of	6			1	1	1				1	4
Collie, Shire of	2	1				2					3
Coolgardie, Shire of	1		1								1
Coorow, Shire of	1		1								1
Cottesloe, Town of	3				1	1				1	3
Cranbrook, Shire of	2				1	1					2
Cue, Shire of	1				1						1
Dalwallinu, Shire of	1										
Dardanup, Shire of	3					1		1			2
Denmark, Shire of	2					2					2
Donnybrook / Balingup, Shire of	2				1						1
Dumbleyung, Shire of	1	1									1
Dundas, Shire of	1					1					1
East Fremantle, Town of	2					3					3
Exmouth, Shire of	1			1							1
Fremantle, City of	6			1	2	3					6
Gingin, Shire of	2			1	1	1					3
Gosnells, City of	9	1		1		3					5
Greater Geraldton, City of	4	1			2	3					6
Harvey, Shire of	5				3	1					4
Joondalup, City of	19	1	4	3	5	5		1			19
Kalamunda, Shire of	8			1	2	3					6
Kalgoorlie / Boulder, City of	3				1	1					2
Katanning, Shire of	4		1		2	1					4
Kellerberin, Shire of		1									1

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Kulin, Shire of	1				1						1
Kwinana, Town of	2	1									1
Mandurah, City of	4				1	2					3
Manjimup, Shire of						1			1		2
Melville, City of	12		1		4	8				1	14
Mt. Magnet, Shire of	1			1							1
Mukinbudin, Shire of	1				1						1
Mundaring, Shire of	4			1		6					7
Murray, Shire of	2			1	1	1					3
Nedlands, City of	2					1		1			2
Northam, Shire of	1					2		1			3
Northampton, Shire of	2		1								1
Perenjori, Shire of						1					1
Perth, City of	14	1		2	11	1					15
Pingelly, Shire of	1		1								1
Port Hedland, Town of	2					2					2
Rockingham, City of	8		1	1	1	6					9
Serpentine / Jarrahdale, Shire of	3									2	2
South Perth, City of	7				1	3					4
Stirling, City of	22		2	3	2	11		1			19
Subiaco, City of	2					1					1
Swan, City of	15		1	3	3	4				1	12
Toodyay, Shire of	2					2					2
Victoria Park, Town of	8				3	5					8
Victoria Plains, Shire of	1				1	1					2
Vincent, City of	5			1	2	1					4
Wanneroo, City of	10				2	8					10
Westonia, Shire of	1										
Wickepin, Shire of	1					1					1
Wyndham / East Kimberley, Shire of						1					1
York, Shire of	2			1		2					3
TOTAL LOCAL GOVERNMENT COMPLAINTS	285	9	16	31	76	123	0	9	1	7	272

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UNIVERSITIES											
Curtin University	30		2	2	2	7		18		5	36
Edith Cowan University	19	1		3	3	5		4			16
Murdoch University	9		2	2		2		2			8
University of Notre Dame	3										
University of Western Australia	6			3	1	4		1			9
TOTAL UNIVERSITIES	67	1	4	10	6	18	0	25	0	5	69
OUT OF JURISDICTION											
Organisation not identified	76	34	21	4	20	2				1	82
Out of jurisdiction	651	338	315	3	2					2	660
TOTAL OUT OF JURISDICTION	727	372	336	7	22	2	0	0	0	3	742
TOTAL COMPLAINTS											
Total complaints about agencies in jurisdiction	1699	70	95	344	360	478	20	85	4	54	1510
Total complaints about agencies not in jurisdiction	727	372	336	7	22	2				3	742
GRAND TOTAL	2426	442	431	351	382	480	20	85	4	57	2252