

Appendix 1 – Complaints Received and Finalised

		Complaints finalised at assessment				Complaints finalised at investigation					
	Total Complaints Received in 2012-13	Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained or cannot be determined	Discontinued	Withdrawn	Total Complaints Finalised in 2012-13
PUBLIC SECTOR											
Aboriginal Affairs, Department of	13				7	2					9
Agriculture and Food, Department of	3		1	2							3
Attorney General, Department of the	42	6	9	5	13	9				1	43
Building Disputes Tribunal						1					1
Bunbury Water Board	1			1							1
Busselton Water Board		1									1
Central Institute of Technology	9	1	1	1	2	1				1	7
Challenger Institute of Technology	4			1	2	1					4
Child Protection and Family Support, Department for	73	2	9	27	15	30	1			1	85
Commerce, Department of	36	2	4	6	13	13				3	41
Communities, Department for	5			3	2	2	1				8
Corrective Services, Department of	314	27	33	79	64	389	3			4	599
Council of Official Visitors	1			1							1
Culture and the Arts, Department of	1	1									1
Disability Services Commission	4		1	1	3						5
Education Services, Department of	2			1	1	2					4
Education, Department of	38	2	4	13	14	8		1		1	43
Environment and Conservation, Department of	11	2	2	4	2	2					12
Environmental Protection Authority, Office of the	2			1		3					4
Equal Opportunity Commission	2	2									2
Finance, Department of	14		1	1	3	12					17
Fire and Emergency Services, Department of	1					1	1				2
Fisheries, Department of	1		1		1						2
Forest Products Commission	2		2								2
Geraldton Cemetery Board	2			1		1					2
Gold Corporation	2			1		1					2
Government Employees Housing Authority	1		1								1
Government Employees Superannuation Board	4		3	1							4
Health and Disability Services Complaints Office	7		1	2	2	1		1			7
Health, Department of	48	5	21	6	10	5	1			3	51
Heritage Council						1					1
Housing, Department of	177	5	10	21	60	86	1	1		6	190
Insurance Commission of Western Australia	7	1	2	1	3						7
Land Surveyors Licensing Board		1									1
Landcorp (WA Land Authority)	1				1						1
Landgate	3	2		1	1	1					5
Legal Aid WA	3		2	1		1					4
Legal Profession Complaints Committee	6		1	2		3				1	7

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Local Government, Department of	6			1	3	2					6
Lotteries Commission	1			1							1
Main Roads WA	8	1	2		3	4				1	11
Metropolitan Cemeteries Board	2					2					2
Mines and Petroleum, Department of	1				1						1
Occupational Therapists Registration Board			1								1
Planning, Department of	6	1			3	4					8
Plumbers Licensing Board				1							1
Polytechnic West	5			1	2	2					5
Premier and Cabinet, Department of	1		1								1
Prisoners Review Board	7		1	1	6						8
Public Advocate	9	1	2	1	2	3					9
Public Sector Commission	3	2			1						3
Public Transport Authority	12	1	3	2		2					8
Public Trustee	20		2	4	8	11					25
Racing, Gaming and Liquor, Department of	3	1	1		1	2					5
Regional Development and Lands, Department of	4	3				1					4
Rottneest Island Authority	1					1					1
School Curriculum and Standards Authority	2	1	1			2					4
SERCO - Acacia Prison	32		1	12	11	13				1	38
Teachers Registration Board	1				1						1
Training and Accreditation Council	1			1	1						2
Training and Workforce Development, Department of	2			1				1		1	3
Transport, Department of	73	3	8	20	13	30				1	75
Treasury, Department of	1					1					1
Veterinary Surgeons' Board	2		1		1						2
Water Corporation	29		3	10	5	10				2	30
Water, Department of	5		1		1	3					5
West Coast Institute of Training	1							1			1
Western Australia Police	136	8	33	48	33	15				3	140
Western Australian Planning Commission	4		2			2					4
Western Power Corporation	1		1								1
Workcover	7				3	2				1	6
TOTAL PUBLIC SECTOR COMPLAINTS	1226	82	173	288	318	688	8	5		31	1593

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LOCAL GOVERNMENT											
Albany, City of	3		2			2					4
Armadale, City of	5			1	1	3					5
Ashburton, Shire of	1		1								1
Augusta / Margaret River, Shire of	5		1	1	1	2					5
Bassendean, Town of	1			1							1
Bayswater, City of	4		1		2	3					6
Belmont, City of	3				2	1					3
Beverley, Shire of	2		1			1					2
Boddington, Shire of	10		9			1					10
Brookton, Shire of	1		1		1						2
Broome, Shire of	3					2					2
Broomehill, Shire of	1										
Bunbury, City of	5		2		1						3
Busselton, City of	4		1		3						4
Cambridge, Town of	1					1					1
Canning, City of	5		1		2	4					7
Capel, Shire of	1				1						1
Carnarvon, Shire of						2					2
Chapman Valley, Shire of						1					1
Chittering, Shire of			1								1
Claremont, Town of	2			1						1	2
Cockburn, City of	7		1	1	2	3				1	8
Collie, Shire of	2				2						2
Coolgardie, Shire of	1					1					1
Cottesloe, Town of	6		1		3	3					7
Cranbrook, Shire of	1	1									1
Cue, Shire of	2				2						2
Cunderdin, Shire of	1				1						1
Dalwallinu, Shire of	1					1					1
Dandaragan, Shire of	1				1						1
Dardanup, Shire of	2				2	1					3
Denmark, Shire of	1					1					1
Donnybrook / Balingup, Shire of	1					2					2
Dowerin, Shire of	1				1						1
Dumbleyung, Shire of	1				1						1
Exmouth, Shire of	1					1					1
Fremantle, City of	10		2	2	5	2					11
Gingin, Shire of	3				1	2					3
Gosnells, City of	10		1	2	4	6					13
Greater Geraldton, City of	3		2		1						3
Harvey, Shire of						1					1
Joondalup, City of	10	2	3	1	5	3					14
Kalamunda, Shire of	6		1	1	1	6					9
Kalgoorlie / Boulder, City of			1								1
Katanning, Shire of	1				1						1

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Kwinana, City of	1	1				1					2
Mandurah, City of	8		2	1	2	2					7
Manjimup, Shire of	1		1								1
Melville, City of	15		1		4	12					17
Merredin, Shire of	1			1							1
Mt. Magnet, Shire of	1					1					1
Mundaring, Shire of	1		1			2					3
Murray, Shire of	2		1			1					2
Narrogin, Town of	1	1									1
Nedlands, City of	1				1						1
Northam, Shire of	1					1					1
Northampton, Shire of						1					1
Perenjori, Shire of	1					1					1
Perth, City of	7	1	2	2	1		1				7
Pingelly, Shire of	1			1							1
Rockingham, City of	6		1	2	1	2					6
Roebourne, Shire of	20				20						20
Serpentine / Jarrahdale, Shire of	4			1	2	1					4
South Perth, City of	1		1			3					4
Stirling, City of	22		4	3	7	12				1	27
Subiaco, City of	9	2	2	1	4				1		10
Swan, City of	10	1	3	1	3	4				1	13
Toodyay, Shire of			1								1
Victoria Park, Town of	3					3		1			4
Vincent, Town of	4	1			2	2					5
Wandering, Shire of	1		1								1
Wanneroo, City of	9		2	2	1	3				1	9
Westonia, Shire of	1		2								2
Woodanilling, Shire of	1										
Wyndham / East Kimberley, Shire of	1										
York, Shire of	7	1	2	1	2	1					7
TOTAL LOCAL GOVERNMENT COMPLAINTS	270	11	60	27	97	109	1	1	1	5	312

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UNIVERSITIES											
Curtin University	32		1	7	5	9		6		1	29
Edith Cowan University	33	2	3	2	9	13		2	1	3	35
Murdoch University	18		1	2	8	7		1			19
University of Notre Dame	2				3	2					5
University of Western Australia	8		3	2	1	1				1	8
TOTAL UNIVERSITIES	93	2	8	13	26	32		9	1	5	96

AGENCIES OUT OF JURISDICTION											
Organisation not identified	68	34	19	4	13					1	71
Agencies out of jurisdiction	608	184	408	5	3					3	603
TOTAL AGENCIES OUT OF JURISDICTION	676	218	427	9	16					4	674

TOTAL COMPLAINTS											
Total complaints about agencies in jurisdiction	1589	95	241	328	441	829	9	15	2	41	2001
Total complaints about agencies out of jurisdiction	676	218	427	9	16					4	674
GRAND TOTAL	2265	313	668	337	457	829	9	15	2	45	2675