



## Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2013-14	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2013-14	
		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the public authority	Investigation not warranted	Resolved	Sustained	Not sustained or cannot be determined	Discontinued		Withdrawn
PUBLIC SECTOR											
Aboriginal Affairs, Department of	3					3		5			8
Agriculture and Food, Department of	5		1	2		1					4
Attorney General, Department of the	40	9	5	10	8	7					39
Building and Construction Industry Training Fund	1					1					1
Central Institute of Technology	9		1	3	1	4		1			10
Child Protection and Family Support, Department for	62	1	7	20	13	19	1		1	1	63
Commerce, Department of	36	2		4	9	21				1	37
Conservation Commission of Western Australia	1		1								1
Construction Industry Long Service Leave Payments Board	1					1					1
Corrective Services, Department of	214	7	11	68	56	75		1		7	225
Council of Official Visitors	1		1								1
Culture and the Arts, Department of	3		2							1	3
Disability Services Commission	5		2	1	1	1					5
Durack Institute of Technology	1					1					1
Education, Department of	33	1	5	9	8	11					34
Electoral Commission	1	1									1
Environment Regulation, Department of	5	1			1	2					4
Environmental Protection Authority	1			1							1
Finance, Department of	8			1	3	3	2			1	10
Fire and Emergency Services, Department of	3		1		1			1			3
Fisheries, Department of	1	1									1
Forest Products Commission	1		1								1
Government Employees Superannuation Board	1		1								1
Health and Disability Services Complaints Office	3			1		3					4
Health, Department of	41	1	18	4	12	5					40
Housing, Department of	126	4	4	24	27	63		1			123
Insurance Commission of Western Australia	2		1		1			1			3
Keep Australia Beautiful Western Australia	1			1							1
Landcorp	1		1								1
Landgate	1					1					1
Lands, Department of	1				1						1
Legal Aid Western Australia	9			1	2	3					6
Legal Profession Complaints Committee	1	1									1
Local Government and Communities, Department of	6	1			1	4					6
Lotteries Commission	1										
Main Roads Western Australia	6		2	1	1	1					5
Metropolitan Cemeteries Board	2	1				1					2
Metropolitan Redevelopment Authority	1				1						1

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Mines and Petroleum, Department of	3			1	1					1	3
Planning, Department of	2	1			1	1					3
Polytechnic West	3	2	1								3
Prisoners Review Board	13	2		1	9	1					13
Public Advocate, Office of the	6			2	2	5					9
Public Sector Commission	3	3									3
Public Transport Authority of Western Australia	15		1	2	4	10				1	18
Public Trustee	22	2	1	4	6	9					22
Racing, Gaming and Liquor, Department of	6				2	3					5
Regional Development, Department of	1				1						1
Rottneest Island Authority	3				1	2					3
School Curriculum and Standards Authority	2	1			1						2
SERCO - Acacia Prison	38	1	7	7	10	8				1	34
Small Business Development Corporation	1				1						1
South West Development Commission	1		1								1
Teachers Registration Board	5				1	4					5
Tourism Western Australia	1					1					1
Training and Workforce Development, Department of	7			1	1	2		2		1	7
Transport, Department of	63	2	5	15	18	29	1				70
Veterinary Surgeons' Board	2					2					2
Water Corporation	28	2	3	8	8	7				2	30
Water, Department of	7			1	2	2		1		1	7
West Coast Institute of Training	2		1							1	2
Western Australia Police	126	10	24	33	31	22				2	122
Western Australian Planning Commission	4		1		1	2					4
Western Power Corporation	2	1	1								2
Workcover WA	6				3	3					6
TOTAL PUBLIC SECTOR COMPLAINTS	1,010	58	111	226	251	344	4	13	1	21	1,029



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LOCAL GOVERNMENT											
Albany, City of	2			1	1						2
Armadale, City of	6		1	1	2	3					7
Ashburton, Shire of	1					1					1
Augusta / Margaret River, Shire of	1				1						1
Bassendean, Town of	1					1					1
Bayswater, City of	3		1		1	1					3
Belmont, City of	5		1		1	3					5
Boddington, Shire of	1	1									1
Broome, Shire of	3				1	2					3
Broomehill-Tambellup, Shire of						1					1
Bunbury, City of	1					3					3
Busselton, City of	10	1	2	1		6					10
Cambridge, Town of	6				3	3					6
Canning, City of	4		1			1					2
Carnarvon, Shire of	2				1						1
Christmas Island, Shire of	1					1					1
Claremont, Town of	6	1	1			3					5
Cockburn, City of	4			1		4					5
Cottesloe, Town of	2					2					2
Cue, Shire of	1										
Cunderdin, Shire of	1						1				1
Dalwallinu, Shire of						1					1
Dardanup, Shire of	1	1									1
Denmark, Shire of	1					1					1
East Fremantle, Town of	2				1						1
Exmouth, Shire of	1					1					1
Fremantle, City of	6		1		1	2				1	5
Gingin, Shire of	1			1							1
Gosnells, City of	15	1	3	1	1	6					12
Greater Geraldton, City of	1										
Harvey, Shire of	2				1						1
Joondalup, City of	18	1	3	3	5	5				1	18
Kalamunda, Shire of	4		1	1		1					3
Kalgoorlie-Boulder, City of	1					1					1
Karratha, City of	3		1		1					1	3
Katanning, Shire of	1				1						1
Kwinana, City of	1										
Mandurah, City of	4				1	4					5
Melville, City of	7	1	1		4	2					8
Menzies, Shire of	1					1					1
Merredin, Shire of	1					1					1
Moora, Shire of	2					1					1
Mundaring, Shire of	4				1	3	1				5
Nannup, Shire of	1	1									1
Narrogin, Shire of	1		1								1
Nedlands, City of	1					1					1
Perth, City of	20	4	10		5	1					20

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Port Hedland, Town of	1			1							1
Rockingham, City of	4	1		1	1	1					4
Serpentine Jarrahdale, Shire of	4					4				1	5
Shark Bay, Shire of	1		1								1
South Perth, City of	3	1				2					3
Stirling, City of	17		2	1	4	7		1		1	16
Subiaco, City of	7		3	1	2	1					7
Swan, City of	5				1	4	1				6
Three Springs, Shire of	1									1	1
Upper Gascoyne, Shire of	1		1								1
Victoria Park, Town of	9		1	3	2	3					9
Vincent, City of	10		2	1	3	3					9
Wanneroo, City of	17	1	1	9	2	6					19
Waroona, Shire of	3			1	1						2
Woodanilling, Shire of							1				1
Wyndham East Kimberley, Shire of				1							1
York, Shire of	5		1	1		1				1	4
TOTAL LOCAL GOVERNMENT COMPLAINTS	249	15	40	30	49	99	4	1		7	245

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UNIVERSITIES											
Curtin University	33	1	2	7	6	11	1	8		2	38
Edith Cowan University	35	1		13	5	5	1	9		1	35
Murdoch University	20			5	3	6		4		1	19
University of Western Australia	9	2	2	2	1	2					9
TOTAL UNIVERSITIES	97	4	4	27	15	24	2	21		4	101

<b>AGENCIES OUT OF JURISDICTION</b>											
Organisation not identified	27	10	9		10						29
Agencies out of jurisdiction	499	85	394		27						506
<b>TOTAL AGENCIES OUT OF JURISDICTION</b>	<b>526</b>	<b>95</b>	<b>403</b>		<b>37</b>						<b>535</b>

<b>TOTAL COMPLAINTS</b>											
Total complaints about agencies in jurisdiction	1,356	77	155	283	315	467	10	35	1	32	1,375
Total complaints about agencies out of jurisdiction	526	95	403		37						535
<b>GRAND TOTAL</b>	<b>1,882</b>	<b>172</b>	<b>558</b>	<b>283</b>	<b>352</b>	<b>467</b>	<b>10</b>	<b>35</b>	<b>1</b>	<b>32</b>	<b>1,910</b>