

Table A1—Approaches and complaints received and finalised about ACT Government agencies, 2006–07, *Ombudsman Act 1989* (ACT) (including freedom of information).

Table A2—ACT Policing complaints received, complaint issues finalised, 2006–07.

Table A3—ACT Policing method of handling complaint issues finalised, 2006–07.

Explanations of terms used in Appendix 1 tables

Advised to pursue elsewhere—complainant advised to pursue complaint directly with agency, court or tribunal, industry or subject specialist, member of parliament or minister

AFP evaluation—AFP conducted preliminary enquiries to evaluate the merits of a complaint and reviewed by the Ombudsman

AFP investigation—AFP investigated complaints against AFP members and reviewed by the Ombudsman

AFP workplace resolution—complaints managed by the AFP in the workplace and reviewed by the Ombudsman

Approach/complaint not pursued—withdrawn by complainant, or written complaint requested but not received

Approaches/complaints finalised—approaches/complaints finalised in 2006–07, including some complaints carried over from previous years

Approaches/complaints received—approaches/complaints received in 2006–07

Category 1 approaches—resolved without investigation, outcomes include decisions not to investigate and referrals to appropriate agency or authority

Category 2 approaches—approaches that cannot be resolved at category 1 and require further internal enquiries/research or more information from the complainant, resolved without contacting the agency

Category 3 approaches—investigation conducted and agency contacted

Category 4 approaches—further investigation conducted, as the complaint/approach was not able to be resolved in category 3

Category 5 approaches—further investigation conducted, as the complaint/approach was not able to be resolved in category 4; involves formal reporting processes

Conciliated—complaint conciliated through the AFP's workplace-resolution process and reviewed by the Ombudsman

Incapable of determination—sufficient evidence was not available to support a clear conclusion

Issues—approaches/complaints can contain a number of issues, each requiring a separate decision as to whether to investigate; each issue may result in a separate outcome

Ombudsman decision not to investigate—the Ombudsman may decide not to investigate where a person has not tried to resolve their problem directly with the relevant agency or there is a more appropriate avenue of review available

Ombudsman investigation (for complaints being dealt with under the Complaints Act)—investigation, following consideration by the AFP, asking more questions and reviewing the agency's files, policies and procedures

Ombudsman investigation not warranted—investigation of the approach/complaint judged to be unnecessary for one of the following reasons: over 12 months old, frivolous or not in good faith, insufficient interest, related to commercial activity, or 'not warranted' having regard to all the circumstances; this includes approaches/complaints that were considered by the AFP and reviewed by the Ombudsman where investigation or further investigation would serve no useful purpose having regard to all the circumstances

Out of jurisdiction—complaint not within the Ombudsman's legal powers

Remedies—complaints can contain a number of issues, each requiring separate investigation and possibly resulting in a number of different remedies

Special investigation—investigations conducted under s 46 of the Complaints Act may be conducted solely by the Ombudsman or jointly with the AFP

Substantiated—complaint issue was found to be true

Unsubstantiated—there were no grounds for the complaint issue.

TABLE A1 APPROACHES AND COMPLAINTS RECEIVED AND FINALISED ABOUT ACT GOVERNMENT AGENCIES, 2006–07, OMBUDSMANS ACT 1989 (ACT) (INCLUDING FREEDOM OF INFORMATION)

AGENCY NAME	RECEIVED		FINALISED					REMEDIES						Total
			Not Investigated		Investigated			Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	
	Category 1	Category 2	Category 3	Category 4	Category 5	Total								
ACT Corrective Services	94	31	18	35	1	1	1	86	1	23	3	1	28	
ACT Emergency Services Agency	4	4					4							
ACT Government Solicitor's Office	1	1					1							
ACT Health	24	15	4	1	2		22		3				3	
ACT Land Development Agency						1	1							
ACT Library and Information Service	3	1	2				3							
ACT Magistrates Court and Tribunals	8	5	2	1			8		1				3	
ACT Office of Fair Trading	8	1	2	2			3		1			1	2	
ACT Planning and Land Authority	31	13	8	13	2	1	37		1	3	1	4	12	
ACT Planning and Land Council	2	2					2							
ACT Registrar-General's Office	2	2					2							
ACT Workcover	3	2		1			3						1	
ACTEW Corporation	8	2	4				6		1	1			2	
ACTION	3	2		2			4			1			2	
Canberra Institute of Technology	5	3	2				5							
Chief Minister's Department	3	3					3							
Cultural Facilities Corporation					1		1							
Department of Disability, Housing and Community Services	14	9	2	1			12							
Department of Education and Training	31	10	18	1	1		30							
Department of Justice and Community Safety	9	4	3	1			8		1				1	
Department of the Territory and Municipal Services	32	13	12	6			31		1	2			3	
Department of Treasury	14	3	8	3	1		15		1	1		1	3	
Department of Urban Services	10	5	2	4			11		2				3	
Director of Public Prosecutions	3	3					3							
Environment ACT	8	4	3	1	1		9		1	1		1	3	
Housing ACT	99	42	19	27	3		91		7	1	2	9	21	
Human Rights Commission	3	1	2				3							
Legal Aid Commission of the ACT	4	1	1	1			3							
Office for Children, Youth and Family Support	40	14	7	13	1		35		2	6			8	
Office of the Public Advocate of the ACT	7	2	2	3			7			1			1	
Public Trustee for the ACT	7	4	1	2			7			2			2	
Roads ACT	40	9	16	11	1		37			2	5	2	9	
University of Canberra	8	2	4	1			7				1	1	2	
Total	528	206	148	129	14	4	501	16	8	9	60	7	109	

TABLE A2 ACT POLICING COMPLAINTS RECEIVED, COMPLAINT ISSUES FINALISED, 2006–07⁽¹⁾

		Complaints Act	Ombudsman Act (Cth)	Total
Complaints	Received	314	99	413
	Finalised	342	88	430

Outcome of issues finalised	Conciliated	135		135
	Incapable of determination	3		3
	Substantiated	6		6
	Unsubstantiated	20		20
	Ombudsman investigation not warranted	204	11	215
	Advised to pursue elsewhere	10	73	83
	Approach/complaint not pursued	32	2	34
	Out of jurisdiction	2	4	6
	Total issues finalised	412	90	502

(1) The categories of 'conciliated', 'incapable of determination', 'substantiated' and 'unsubstantiated' are not applicable to complaints dealt with under the Ombudsman Act (Cth).

TABLE A3 ACT POLICING METHOD OF HANDLING COMPLAINT ISSUES FINALISED, 2006–07⁽¹⁾

		Complaints Act	Ombudsman Act (Cth)	Total
Method of handling complaint	Ombudsman decision not to investigate	70	90	160
	Ombudsman investigation	19	0	19
	AFP investigation	29		29
	AFP workplace resolution	189		189
	AFP evaluation ⁽²⁾	105		105
	Special investigation	0		0
	Total issues finalised	412	90	502

(1) The only categories applicable under the Ombudsman Act (Cth) are 'Ombudsman decision not to investigate' and 'Ombudsman investigation'.

(2) The addition of the method 'AFP evaluation' to this table means that figures for 'Ombudsman decision not to investigate' and 'Ombudsman investigation' under the Complaints Act are not comparable to the statistics for previous years.

Note: The office reviews and audits its statistical data. Minor adjustments to statistics used in this report may occur as a result of such reviews.