

ACT Ombudsman Complaints Statistics - 1 January to 31 March 2018

Directorate/Agency	Total Received	Finalised		
		Not Investigated	Investigated	Total Finalised
Chief Minister, Treasury and Economic Development Directorate	16	20	2	22
Access Canberra	5	5	1	6
Chief Minister, Treasury and Economic Development Directorate	3	4	0	4
ACT Revenue Office	3	4	0	4
University of Canberra	5	7	1	8
Community Services Directorate	15	14	1	15
Community Services Directorate	4	2	0	2
Housing ACT	11	12	1	13
Education and Training Directorate	5	7	0	7
Canberra Institute of Technology	4	5	0	5
Education Directorate	1	2	0	2
Environment and Planning Directorate	4	2	0	2
ACT Environment and Planning Directorate	4	2	0	2
Health Directorate	2	3	2	5
Health Directorate	2	3	2	5
Justice and Community Safety Directorate	22	18	4	22
ACT Corrective Services	17	12	4	16
ACT Court or Tribunal	1	1	0	1
Human Rights Commission	2	2	0	2
Justice and Community Safety Directorate	2	3	0	3
Transport Canberra and City Services Directorate	8	6	3	9
Transport Canberra and City Services Directorate	7	6	3	9
Action	1	0	0	0
Total ACT Government	72	70	12	82
ACT Policing	30	25	1	26
Grand Total	102	95	13	108