

Appendix 1—Statistics

EXPLANATIONS OF TERMS USED IN TABLE A1

Approaches/complaints finalised—approaches/complaints finalised in 2008–09, including some complaints carried over from previous years

Approaches/complaints received—approaches/complaints received in 2008–09

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 was not able to be resolved in category 3

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

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

TABLE A1 APPROACHES AND COMPLAINTS RECEIVED AND FINALISED ABOUT ACT GOVERNMENT AGENCIES, 2008–09, OMBUDSMAN ACT 1989 (ACT) (INCLUDING FREEDOM OF INFORMATION)

Agency	Received		Finalised					Remedies							
	Total	Not investigated		Investigated			Total	Action expedited	Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total
		Category 1	Category 2	Category 3	Category 4	Category 5									
ACT Civil and Administrative Tribunal	2	1	-	-	-	-	1	-	-	-	-	-	-	-	-
ACT Corrective Services	119	29	42	51	2	-	124	3	-	3	21	6	1	1	35
ACT Emergency Services Agency	1	-	-	1	-	-	1	-	1	-	-	-	-	-	1
ACT Government Solicitor	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
ACT Health	19	9	9	1	-	-	19	-	1	-	2	-	-	-	3
ACT Land Development Agency	5	-	1	4	-	-	5	-	-	-	2	-	-	-	2
ACT Library and Information Service	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
ACT Long Service Leave Authority	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
ACT Magistrates Court and Tribunals	6	2	3	-	1	-	6	-	-	-	-	-	-	-	-
ACT Planning and Land Authority	25	9	7	8	2	1	27	-	-	-	3	-	1	-	4
ActewAGL	11	2	8	1	-	-	11	-	-	-	1	-	-	-	1
ACTION	5	1	3	1	-	-	5	-	-	-	1	-	-	-	1
Canberra Institute of Technology	6	1	4	1	-	-	6	-	-	-	1	-	-	-	1
Chief Minister's Department	6	3	1	-	-	-	4	-	-	-	-	-	-	-	-
Department of Disability, Housing and Community Services	5	2	3	-	-	-	5	-	-	-	-	-	-	-	-
Department of Education and Training	13	5	4	1	-	-	10	-	-	-	1	-	-	-	1
Department of Justice and Community Safety	9	1	4	2	-	-	7	1	-	-	-	-	1	-	2
Department of Territory and Municipal Services	53	18	19	11	1	-	49	1	2	1	6	-	3	-	13
Department of Treasury	12	-	9	3	3	-	15	1	2	-	3	2	-	-	8
Director of Public Prosecutions	4	1	3	1	-	-	5	-	-	-	1	-	-	-	1
Environment ACT	2	1	1	-	-	-	2	-	-	-	-	-	-	-	-
Housing ACT	135	41	46	40	2	-	129	8	3	2	20	3	-	1	37
Human Rights Commission	8	2	6	-	-	-	8	-	-	-	-	-	-	-	-
Legal Aid Commission of the ACT	12	1	7	3	-	-	11	-	-	-	1	-	-	-	1
Office for Children, Youth and Family Support	22	7	11	5	-	-	23	-	-	-	4	-	-	-	4
Office of Regulatory Services	26	6	11	8	-	-	25	-	2	-	5	4	-	1	12
Office of the Public Advocate of the ACT	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-
Public Trustee for the ACT	10	5	4	1	-	-	10	-	-	-	-	-	-	-	-
Roads ACT	17	6	5	7	-	-	18	-	-	-	4	1	-	-	5
Supreme Court of the ACT	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-
University of Canberra	6	-	4	-	-	-	4	-	-	-	-	-	-	-	-
Total	546	154	221	150	11	1	537	14	11	6	76	16	6	3	132