

STATISTICS

EXPLANATION OF TERMS USED IN TABLE A1

Approaches/complaints finalised—approaches/complaints finalised in 2007–08, including some complaints carried over from previous years

Approaches/complaints received—approaches/complaints received in 2007–08

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 about ACT Government agencies received and finalised, 2007–08.

Agency	Received		Finalised					Remedies							
	Total	Not Investigated		Investigated			Total	Action expedited	Apology	Decision changed/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 Corrective Services	185	35	53	62			150	5	1	2	50	1	1	5	65
ACT Electoral Commission	2	2	1				2								
ACT Emergency Services Agency	3	2	1				3								
ACT Health	26	16	11	1	1		29								
ACT Land Development Agency	4	1	2	1	4		4			1				1	
ACT Long Service Leave Authority	1			1			1			1		1		2	
ACT Magistrates Court and Tribunals	8		7	1			8	1						1	
ACT Planning and Land Authority	39	3	29	6			38			1	4			5	
ACT Registrar General's Office	5	2	2	1			5								
ActewAGL	12	2	9	2	1		14			1	4			5	
ACTION	4	2	2				4								
Canberra Institute of Technology	5	1	2	2			5	1						1	
Chief Minister's Department	2	1	1				2								
Department of Disability, Housing and Community Services	9	6	4				10				1			1	
Department of Education and Training	9	6	4	1	1		12								
Department of Justice and Community Safety	4		3	1			4								
Department of Territory and Municipal Services	28	10	12	6			28	1		3	2	2		8	
Department of Treasury	22	2	11	3	4		20		2	2	1	2	1	8	
Director of Public Prosecutions	5	1	1	1	1		4				2			2	
Environment ACT	3	1	2				3								
Housing ACT	100	29	34	39	3		106	8	5	10	16	2	2	8	51
Human Rights Commission	5	3	2				5								
Legal Aid Commission of the ACT	2	2	1				3				1			1	
Office for Children, Youth and Family Support	29	9	15	6	2		34		2		7		2	1	12
Office of Regulatory Services	24	4	11	11			26			1	6	1		8	
Office of the Occupational Health and Safety Commissioner and ACT Workcover	1		1				1								
Office of the Public Advocate of the ACT					1		1				1			1	
Public Trustee for the ACT	5		2	2			4		1		1	1		3	
Roads ACT	17	2	8	11			21	1		1	6	1		1	10
Supreme Court of the ACT	2		2				2								
University of Canberra	10	2	3	7			12				3			5	
Total	541	142	236	166	14	3	561	17	11	23	105	11	8	15	190