

**TABLE 1** ACT GOVERNMENT DEPARTMENTS AND AGENCIES COMPLAINTS RECEIVED, AND COMPLAINTS AND ISSUES FINALISED, 2004–05, *OMBUDSMAN ACT 1989*(ACT) (INCLUDING FREEDOM OF INFORMATION)

Agency	Complaints		Outcome of issues finalised							
	Received	Finalised	Agency defect	No agency defect	Resolved without determination	Ombudsman investigation not warranted	Advised to pursue elsewhere	Complaint not pursued	Out of jurisdiction	Total issues finalised
ACT Architects Board	1	1					2			2
ACT Bureau of Sport and Recreation	1	1				1				1
ACT Canberra Institute of Technology	7	6				3	1		2	6
ACT Chief Minister's Department	4	4				1		1	2	4
ACT Community Advocate	3	4	1		2	1		1		5
ACT Corrective Services	104	104	2	2	9	77	30	7	3	130
ACT Cultural Facilities Corporation	2	2		1			1		1	3
ACT Department of Disability, Housing and Community Services	4	5		1			2	1	1	5
ACT Department of Education and Training	8	14	6	10	2	4	2	1		25
ACT Department of Justice and Community Safety	3	3				1	1		1	3
ACT Department of Treasury	8	8		1		5	2			8
ACT Department of Urban Services	20	25	2	2		13	8	3	1	29
ACT Director of Public Prosecutions	2	3		1	1	1				3
ACT Emergency Services Bureau		1				1				1
ACT Health	7	6		1		1	2		2	6
ACT Human Rights Office	1	1				1	1			2
ACT Law Society	1	1				1				1
ACT Legal Aid Office	10	12		1		8	3	1		13
ACT Legislative Assembly		2						2		2
ACT Magistrates Court	8	9				4	3		2	9
ACT Office for Children, Youth and Family Support	50	53	3	5	2	28	21	6		65
ACT Office of Fair Trading	6	6			1	4	1			6
ACT Planning and Land Authority	44	52	5	11	7	15	30	6		74
ACT Public Trustee	5	5				4	1			5
ACT Registrar-General's Office	4	4				3	1			4
ACT Road User Services	51	50	1	3		32	13	2	1	52
ACT Supreme Court	3	3				1	1		1	3
ActewAGL	5	5				1	2		2	5
ACTION	4	5		1		1	3			5
Environment ACT	5	7		3		2	3	1		9
Housing ACT	83	91	8	9	1	38	45	2	2	105
Office of the Occupational Health and Safety Commissioner and ACT Workcover	3	3				1	1	1		3
University of Canberra	2	2					1	1		2
<b>Total</b>	<b>459</b>	<b>498</b>	<b>28</b>	<b>52</b>	<b>25</b>	<b>253</b>	<b>181</b>	<b>36</b>	<b>21</b>	<b>596</b>