

**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		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	
<b>Total</b>	<b>541</b>	<b>142</b>	<b>236</b>	<b>166</b>	<b>14</b>	<b>3</b>	<b>561</b>	<b>17</b>	<b>11</b>	<b>23</b>	<b>105</b>	<b>11</b>	<b>8</b>	<b>15</b>	<b>190</b>