

**ACT Ombudsman Complaint Statistics – Q1 – 1/7/2018 to 30/9/2018**

Directorate /Agency	Total Received	Total Finalised	Finalised without investigation	Finalised with investigation	Investigation resulted in 'no remedy'	Remedies resulting from investigation <sup>1</sup>	Action expedited	Apology	Change to law, policy or practice	Decision changed or reconsidered	Better Explanation (Ombudsman)	Better Explanation (Agency)	Other non-financial remedy	Agency office counselled/ disciplined	Remedy provided by agency
<b>Chief Minister, Treasury and Economic Development Directorate</b>	<b>39</b>	<b>37</b>	<b>31</b>	<b>6</b>	<b>0</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
Access Canberra	16	18	15	3	-	5	-	1	-	-	3	-	-	1	-
Chief Minister, Treasury and Economic Development	3	3	2	1	-	4	2	-	-	-	2	-	-	-	-
ACT Revenue Office	9	8	7	1	-	1	-	-	-	-	1	-	-	-	-
University of Canberra	11	8	7	1	-	1	-	-	-	-	1	-	-	-	-
<b>Community Services Directorate</b>	<b>21</b>	<b>22</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
Community Services Directorate	5	8	6	2	-	7	-	2	2	-	1	2	-	-	-
Housing ACT	16	14	13	1	-	2	-	-	2	-	-	-	-	-	-
<b>Education and Training Directorate</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Canberra Institute of Technology	4	4	4	0	-	1	-	-	-	-	1	-	-	-	-
Education and Training	4	2	2	0	-	0	-	-	-	-	-	-	-	-	-
<b>Environment and Planning Directorate</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Health Directorate</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Justice and Community Safety Directorate</b>	<b>22</b>	<b>28</b>	<b>19</b>	<b>9</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
ACT Corrective Services	11	15	7	8	1	7	-	-	-	-	6	-	-	-	1
ACT Court or Tribunal	0	0	0	0	-	0	-	-	-	-	-	-	-	-	-
ACT Human Rights Commission	0	0	0	0	-	0	-	-	-	-	-	-	-	-	-
Justice and Community Safety	4	5	5	0	-	0	-	-	-	-	-	-	-	-	-
Legal Aid ACT	2	3	2	1	-	1	-	-	-	-	1	-	-	-	-
ACT Law Society	0	0	0	0	-	0	-	-	-	-	-	-	-	-	-
Public Advocate for the ACT	1	1	1	0	-	0	-	-	-	-	-	-	-	-	-
Public Trustee for the ACT	4	4	4	0	-	0	-	-	-	-	-	-	-	-	-
<b>Transport Canberra and City Services Directorate</b>	<b>12</b>	<b>14</b>	<b>11</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
ACTION Bus	1	1	0	1	-	0	-	-	-	1	-	-	-	-	-
Transport Canberra and City Services	11	13	11	2	-	2	-	-	-	-	2	-	-	-	-
<b>Territory-owned Corporation</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
ACT Long Service Leave Authority	1	0	0	0	-	0	-	-	-	-	-	-	-	-	-
<b>Total ACT Government</b>	<b>115</b>	<b>121</b>	<b>97</b>	<b>24</b>	<b>1</b>	<b>35</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>20</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>ACT Policing</b>	<b>22</b>	<b>26</b>	<b>19</b>	<b>7</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total ACT</b>	<b>137</b>	<b>147</b>	<b>116</b>	<b>31</b>	<b>1</b>	<b>44</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>25</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>

<sup>1</sup> There may be more than one remedy arising from a finalised investigation.