

Letter to the Legislative Council and the House of Assembly

The Honourable President
LEGISLATIVE COUNCIL
Parliament House
Adelaide

The Honourable Speaker
HOUSE OF ASSEMBLY
Parliament House
Adelaide

It is my duty and privilege to submit the South Australian Ombudsman's 35th Annual Report for 2006/07 to the Parliament as required, pursuant to subsection (1) of section 29 of the *Ombudsman Act 1972*.



Mr K I MacPherson
Acting Ombudsman
November 2007



Ombudsman
South Australia

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Introduction

During the year the former Ombudsman, Mr Eugene Biganovsky, retired after having served in the office for over twenty one years. We wish him a long and healthy retirement.

Following Mr Biganovsky's retirement, Ms Suzanne Carman acted in the office of Ombudsman for a short period of time. Due to illness, Ms Carman was not able to continue to act.

On 12 September 2007, I was appointed by the Governor to act in the office of Ombudsman until such time as an appointment is made in accordance with the *Ombudsman Act 1972*.

Mr K I MacPherson
Acting Ombudsman

The Ombudsman Office

What does the Ombudsman do?

The *Ombudsman Act 1972* (the Act) provides the Ombudsman with wide investigative powers, including those of a Royal Commission to investigate any defective administrative acts of State Government agencies and statutory authorities and local government councils. The Ombudsman has the authority to make recommendations to rectify the effect of defective administration and to prevent its recurrence. The office is an independent office which is directly responsible to Parliament.

The work of the Ombudsman is carried out in accordance with the following legislation:

- ▶ *Ombudsman Act 1972*
- ▶ *Freedom of Information Act 1991*
- ▶ *Local Government Act 1999*
- ▶ *Royal Commissions Act 1917*
- ▶ *Whistleblower's Protection Act 1993*
- ▶ Other legislation affecting the Ombudsman

Under the *Freedom of Information Act 1991* and the *Ombudsman Act 1972*, the Ombudsman can investigate and review the Freedom of Information actions and decisions of government agencies and review an agency's decision about fees and charges. The Ombudsman can answer general questions about Freedom of Information and investigate a complaint about an agency's Freedom of Information processes.

It is the role of the Ombudsman to

- ▶ promote fairness, openness and good public administration in South Australia and provide an efficient and effective complaint-handling system;
- ▶ consider complaints and where appropriate, investigate and recommend a remedy;
- ▶ conduct external reviews and issue decisions pursuant to Freedom Of Information legislation;
- ▶ assist agencies to improve the quality of public administration by identifying areas of defective administration;
- ▶ develop community awareness of the Ombudsman and services provided by the Ombudsman;
- ▶ promote awareness of the role of the Ombudsman and the right to complain or seek review;
- ▶ conduct conciliation conferences when appropriate; and

- ▶ encourage and assist State Government agencies and authorities and local government councils to effectively respond to complaints made directly to them and to ensure the efficiency and effectiveness of their own internal complaint handling systems.

Jurisdiction

The Act provides wide ranging discretionary powers to assist in determining the scope and nature of investigations. The Ombudsman will ascertain whether the agency complained about is within the Ombudsman's jurisdiction.

The Ombudsman has a discretion whether to commence or continue an investigation. Key issues of the complaint will be assessed to determine whether,

- ▶ special circumstances exist for matters over 12 months old;
- ▶ the complainant has a legal remedy or right of review or appeal and whether it is reasonable to expect the complainant to resort to that remedy;
- ▶ a complaint appears to us to be frivolous, trivial, vexatious, or not in good faith;
- ▶ an investigation does not appear to be warranted in the circumstances, such as where the agency is still investigating the complaint or a complaint has not yet been made to the agency, or where another complaint-handling body may be more appropriate; and
- ▶ the complainant does not have a sufficient personal interest in the matter.

Certain agencies are outside the Ombudsman's jurisdiction. The Ombudsman does not have the power to investigate actions and decisions of

- ▶ the South Australian Police;
- ▶ employers - which affect their employees;
- ▶ private persons, businesses or companies;
- ▶ Commonwealth or interstate government agencies;
- ▶ government Ministers and Cabinet;
- ▶ courts and judges; and
- ▶ legal advisers to the Crown.

Investigations by the Ombudsman

Any individual person or organisation who is directly and adversely affected by an administrative action of a department, authority or council under the Ombudsman's jurisdiction can make a complaint to the Ombudsman. Any person can make a complaint on another's behalf.

Investigations may be initiated by the Ombudsman in response to a complaint received by telephone, in person, in writing or through the Website from any person (or a person acting on another's behalf); a complaint referred to the Ombudsman by a member of Parliament or a committee of Parliament; or on the Ombudsman's own initiative.

If we decide to investigate a complaint, we advise the agency and the complainant accordingly. As part of this process, we identify the issues raised by the complainant along with any other issues that we consider relevant. We can choose to conduct either an informal or a formal investigation (preliminary or full). If we decide not to investigate, the complainant is advised of this, along with the reasons for our decision.

Investigations are conducted in private and the Ombudsman can only disclose information or make a statement about an investigation, subject to compliance with specified provisions of the Act.

At the conclusion of an investigation, the Ombudsman may recommend a remedy to the agency's principal officer or recommend that practices and procedures are amended and improved to prevent a recurrence of the problem.

The Ombudsman cannot in any report, make adverse comments about any person or agency unless they are provided with an opportunity to respond.

The Ombudsman may make a recommendation to Parliament that certain legislation be reviewed.

Service principles

If the complaint is within the Ombudsman's jurisdiction, the Ombudsman will, in normal circumstances

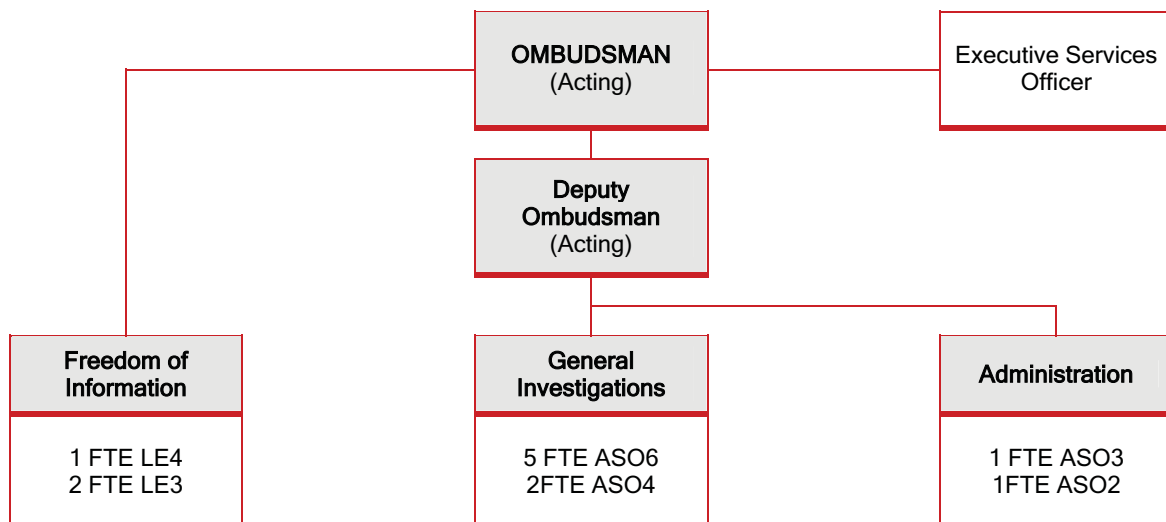
- ▶ provide an accessible and timely service, with equal regard for all people with respect for their background and circumstances;
- ▶ provide impartial and relevant advice and clear information about what we can and cannot do;
- ▶ provide timely, impartial and fair investigation of complaints;
- ▶ ensure confidentiality;
- ▶ keep people informed throughout the investigation of a complaint; and
- ▶ provide concise and accurate information about any decisions or recommendations made and provide reasons wherever possible.

Referral to other jurisdictions

The office also has an important referral role. Even though we may be unable to be of direct assistance to people who approach the office about matters that are not within jurisdiction, it is often possible to refer them to another appropriate source of assistance. Therefore, an outcome of 'no jurisdiction' does not necessarily mean that the office has not been of assistance to the person who consulted us.

If a complaint is out of our jurisdiction we will attempt to refer the complainant to another complaint handling body which may be able to assist.

Organisational Chart



Review of the year's work

During the year a substantial portion of our work included preliminary and full investigations into actions relating to matters of administration on the part of government agencies and local government councils, as well as statutory and proclaimed authorities.

There were more than 7417 (7371 - *previous year 2005-06*) matters considered by the Ombudsman during the year, of which 2477 (2843- *p/y*) were complaints within the general jurisdiction of the Ombudsman; 1 (139- *p/y*) complaint was against a public hospital and health service; and 295 (389- *p/y*) matters were treated under the *Freedom of Information Act 1991*. Other non-jurisdictional contacts and referrals were in excess of 4644 (4000- *p/y*) matters.

General jurisdiction

The general jurisdiction covers State Government agencies, other authorities and local government councils. There were 187 (197- *p/y*) existing complaints under investigation from the previous year and we received 2290 (2646 *p/y*) new complaints. 2477 (2843- *p/y*) complaints were considered during 2006-07.

Of these, we conducted investigations (preliminary or full) into 1225 (1474- *p/y*) complaints. Of the remaining complaints 939 (1074- *p/y*) complaints were resolved by provision of advice to complainants; 2 (3- *p/y*) complaints resulted in conciliation conferences, 1 (1- *p/y*) determination was made by the Ombudsman pursuant to section 132 of the *Water Resources Act 1997*, a further 129 (104- *p/y*) complaints were disposed of as being outside jurisdiction, declined or withdrawn; and 7 were transferred to the Health and Community Services Complaints Commissioner. The remaining 185 (187- *p/y*) complaints will continue to be investigated during 2007-08.

The level of new complaints decreased by 13.5% (2646 to 2290) and the number of matters finalised decreased by 13.3% (2656 to 2292).

The number of General complaints under investigation less than six months old increased from 69.3% of total number of General complaints under investigation in 2005-06 to 73.4% in the current reporting year. Whilst there will always be complex matters that can take up to two years to finalise this year saw the number of General matters still under investigation and greater than 12 months old decrease from 26 to 9.

General jurisdiction	2004-05				2005-06				2006-07			
	Government departments	Local Government	Other Authorities	Total	Government departments	Local Government	Other Authorities	Total	Government departments	Local Government	Other Authorities	Total
OPEN CASES												
Cases Open at beginning of period	129	129	46	304	89	69	39	197	72	80	35	187
Cases Opened during period	1921	831	395	3147	1568	726	352	2646	1353	598	339	2290
Total Cases open	2050	960	441	3451	1657	795	391	2843	1425	678	374	2477
LESS CLOSURES												
Advice Given	687	420	178	1285	593	331	150	1074	513	269	157	939
Conciliated	3	3	1	7	1	1	1	3	1	1		2
Declined	37	17	11	65	23	25	11	59	21	17	14	52
Determination s.32 Water Resources Act	5			5	1			1	1			1
Full Investigation	49	51	23	123	21	42	11	74	20	20	9	49
Outside of Jurisdiction									22	2	8	32
Preliminary Investigation	1153	388	182	1723	924	303	173	1400	749	278	149	1176
Transferred to HCSCC									7			7
Withdrawn	27	12	7	46	22	13	10	45	25	11	9	45
Total Cases closed	1961	891	402	3254	1585	715	356	2656	1359	598	335	2292
STILL UNDER INVESTIGATION	89	69	39	197	72	80	35	187	66	80	39	185

Freedom of Information

Another responsibility of the Ombudsman is to conduct reviews under the Freedom of Information legislation. There were 61 (47- p/y) reviews carried over from the previous year and during the year there were 234 (342- p/y) contacts, of which 122 (162- p/y) were applications requesting review. The total number of matters requiring review/advice during the year was 295 (389- p/y).

We provided FOI advice on 177 (199- p/y) matters this year. Full and preliminary investigations were conducted into 11 (14- p/y) matters and 55 (115- p/y) applications for FOI reviews were determined. At the end of the reporting year there were 52 (61- p/y) reviews remaining.

The level of new requests for assistance decreased by 31.6% (increased by 19%- p/y) (342 to 234) and the number of matters finalised decreased by 35% (increased by 9%- p/y) (328 to 243).

In this area of work the number of applications for review less than six months old decreased from 77.0% of the total number of FOI review applications under consideration in 2005/2006 to 43.1% in the current reporting year. The number of determinations still to be made greater than 12 months old increased from 3 to 15.

Freedom of Information	2004-05	2005-06	2006-07
OPEN CASES			
Cases Open at beginning of period	61	47	61
Cases Opened during period	280	342	234
Total Cases open	341	389	295
LESS CLOSURES			
FOI Advice Given	185	199	177
FOI Investigation	3	14	11
FOI Review	106	115	55
Total Cases closed	294	328	243
STILL UNDER INVESTIGATION	47	61	52

Health jurisdiction

The *Health and Community Services Complaints Act 2004* was proclaimed on 3 October 2005 from which time the Health and Community Services Complaints Commissioner received any new Health and Community Services complaints. However there was 1 complaint (65-*p/y*) under investigation from the previous year. The total number of complaints which required investigation during the year was 1 (140-*p/y*). We conducted investigations (preliminary or full) into 1 (77-*p/y*) matters; 0 (37-*p/y*) complaints were the subject of advice only; 0 (11-*p/y*) complaints were disposed of as being outside jurisdiction, declined or withdrawn; and 0 (14-*p/y*) were transferred to the Health and Community Services Complaints Commissioner leaving 0 (1-*p/y*) complaints to be completed.

Health	2004-05	2005-06	2006-07
OPEN CASES			
Cases Open at beginning of period	65	36	1
Cases Opened during period	543	103	
Total Cases open	608	139	1
LESS CLOSURES			
Advice Given	205	37	
Declined	18	7	
Full Investigation	41	11	1
Preliminary Investigation	297	66	
Transferred to HCSCC		14	
Withdrawn	11	3	
Total Cases closed	572	138	1
STILL UNDER INVESTIGATION	36	1	0

Complaints outside jurisdiction

In addition to investigative and advisory roles, we receive numerous other enquiries from the public which are referred to other review or complaint handling agencies such as the Health Complaints Commissioner, Commonwealth Ombudsman, Employee Ombudsman, Police Complaints Authority, Banking Ombudsman and various Industry complaint handling agencies. While these referrals are not routinely recorded, periodical data suggests these contacts would have exceeded 4644 (4000-*p/y*).

The Benefits of Acknowledging Applications

It is common for applicants to complain to the Ombudsman's Office that they have not received anything from the agency in response to their application, and that their application has not been dealt with within the statutory 30-day timeframe. In extreme cases, applicants have waited patiently for a response from agencies for several months to no avail.

If an agency fails to issue a written determination, or fails to make a determination within the statutory timeframe, applicants may be left unaware of their rights or the deeming provisions within the *Freedom of Information Act 1991* (the 'FOI Act'), namely subsections 19(2) and 29(5) in the context of applications for access, and subsections 34(2) and 38(4) in the context of applications to amend. As a result, applicants may even require an extension of time in order to progress the matter.

The FOI Act does not require agencies to acknowledge FOI applications. However, we consider it best practice for agencies to do so, and note that it is an opportunity to provide general information to the applicant and inform the applicant of his or her rights. Accordingly, we recommend that agencies acknowledge applications (if they do not do so already).

In his *Annual Report 2002-03*, the former Ombudsman commended the Department of Education and Children's Services ('DECS') for issuing a notice entitled 'Freedom of Information Receipt' to the applicant, following receipt of a valid FOI application.

The following is an updated version of the wording used by DECS, incorporating recent amendments to the FOI Act.

Your Review and Appeal Rights

- ▶ The agency is obliged to deal with your application within 30 days after receiving it (unless it extends the time for doing so in the context of an application for access pursuant to section 14A of the FOI Act). If you are aggrieved by the determination of your application, or the agency fails to make a determination within 30 days after receiving it (or the period as extended), you may apply for an internal review. A senior officer will then review your application.
- ▶ If the agency fails to make a determination within 14 days after receiving your application for internal review, you may apply for an external review by the Ombudsman or appeal to the District Court within 30 days. (You may appeal to the District Court if you are aggrieved by the Ombudsman's determination following an external review, but you may not apply to the Ombudsman for an external review after commencing an appeal in the District Court.)
- ▶ You may complain to the Ombudsman if you are dissatisfied with the way your application has been handled. The Ombudsman may be contacted by ☎ 8226 8699 (or 1800 182 150 toll free for callers outside the metropolitan area) or ✉ ombudsman@ombudsman.sa.gov.au.
- ▶ The agency's Freedom of Information Officers can tell you more about your rights.

Agencies may also wish to use this opportunity to:

- ▶ confirm the date they received the application, as the applicant's rights often flow from this;
- ▶ explain the general process they will undertake in order to process the application;
- ▶ explain that the FOI officer's role is to deal with the matter independently.

Notices of Determination - some of the common deficiencies

It is evident from the external reviews conducted by my office this financial year, that too many agencies are still failing to comply with their legislative duty to give adequate reasons for their determinations when they refuse access to documents under the *Freedom of Information Act 1991* (the 'FOI Act'). It is important that agencies provide adequate reasons for their determinations because it promotes transparency of decision-making and shows that the decision-maker was neither biased nor acted arbitrarily.

Section 23(2)(f) of the FOI Act provides that if access to a document is refused, the notice of determination must specify:

- (i) the reasons for the refusal, including-
 - (A) the grounds for the refusal under section 20(1); and
 - (B) if a ground for refusal is that the document is an exempt document-the particular provision of Schedule 1 by virtue of which the document is an exempt document and, if under the provision disclosure of the document must, on balance, be contrary to the public interest in order for the document to be exempt, the reasons why disclosure of the document would be contrary to the public interest; and
- (ii) the findings on any material questions of fact underlying the reasons for the refusal, together with a reference to the sources of the information on which those findings are based.

Sometimes agencies will simply recite an exemption clause claiming that it 'applies' to an entire document (or a number of documents) and provide few, if any, reasons for its application to the document(s) in question. This not only fails to comply with the requirements of the section, but inhibits the applicant's ability to assess the merits of seeking an internal or external review, or commencing an appeal, and may even precipitate one. Note, however, that pursuant to section 23(4) of the FOI Act an agency is not required to include matter in a notice if it would result in the notice itself being an exempt document.

Furthermore, agencies often do not address each element of a clause they wish to rely on to claim that a document is exempt. Many of the sections and clauses in the FOI Act have more than one element. If an agency fails to address each element, its determination could be overturned because of section 48 of the FOI Act, which places an onus on the agency to persuade the Ombudsman that its determination is justified.

By way of an example, the exemption clause 6(1) of Schedule 1 to the FOI Act provides:

A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

The elements of clause 6(1) are:

1. that the document contains 'information concerning personal affairs' of a person; and
2. it would be 'unreasonable' to disclose that information.

Another area in which agencies could at times improve their determinations is where the exemption clause claimed by the agency includes an element that disclosure of the exempt matter 'would, on balance, be contrary to the public interest'.

What constitutes 'the public interest' is not defined in the FOI Act, however his Honour Judge Lunn states in the District Court case of *Iplex Information Technology Group Pty Ltd v Department of Information Technology Services SA ('Iplex')* (1997) 192 LSJS 54, that to succeed in claiming clause 9(1)(b), an agency must show that, on balance, the factors in the public interest against disclosure outweigh the factors in favour of disclosure.

The practical effect of this is that an agency must weigh up and consider the relative merits of the competing public interest factors for and against disclosure. Where an agency fails to meaningfully weigh up the factors for and against, it will not have discharged its burden under section 48 of the FOI Act.

Shared personal affairs - a messy business

Past annual reports of State Records of South Australia show that a large proportion of Freedom of Information ('FOI') applications are for access to documents containing information about the personal affairs of the applicants themselves. Ordinarily, access to such information is given, for good reason. The public has an interest in knowing what information the government holds about them. Clause 6(3) of the *Freedom of Information Act 1991* (the 'FOI Act') relevantly provides that documents are not exempt by virtue of clause 6 (documents affecting personal affairs) 'merely because' they contain information concerning the applicant.

When a person applies for access to information about the personal affairs of *another* person, clause 6(3) plays no part and the test is whether it would be *unreasonable* to release the personal affairs of the other person to the applicant. The test of reasonableness can be complex. Where matters often get very messy is when access is sought to a document which does not *merely* contain the personal affairs of the applicant, but also contains the personal affairs of another person, who does not want information concerning their personal affairs divulged to the applicant. The relevant question is still one of whether it would be unreasonable to give A information concerning the personal affairs of B (as clause 6(3) is not relevant), but when A's personal affairs are tied up in the same information, the balancing act becomes much more difficult.

The issue often arises in the context of complaints, and the person who has had a complaint levelled against them is commonly the applicant for access to the information. They may be an officer of an agency who has had a complaint made against them, either by another officer of the agency or perhaps a client or customer of the agency. Alternatively (although there are many variations to the theme), they may be a member of the public who has had complaint made against them by another person. The complaint may be about a simple personality conflict, or it may be more serious (for instance a sexual harassment complaint). Whatever the nature of the complaint, the person complained about will invariably claim that it is their RIGHT, as a matter of procedural fairness, to obtain all information about the complaint. Conversely, the person who made the complaint will claim that it is their right to make it with a degree of anonymity, which would not allow the provision of very much information to the person complained about.

The issue of 'shared personal affairs' is not uncommon in FOI, and this office is often asked to externally review contested matters. Such starkly competing interests (of members of the public) call for delicate balancing acts to be performed by government decision makers and myself. The emotions of the complainant and person complained about are often charged, and it is not uncommon that *both* parties will be unhappy with the outcome. What agencies, members of the public and perhaps Members of Parliament acting on behalf of constituents need to realise is, that such matters are never clear cut, and one person's interests cannot simply be cast aside in favour of another's.

Sufficiency of Search

It is not uncommon for applicants in external reviews to insist that agencies have documents in their possession that they have not located (in response to Freedom of Information ('FOI') applications). When such an assertion is made (for convenience, with respect to a single document), various possibilities spring to mind, including:

1. the document simply does not exist;
2. the document may exist but is not held by or does not belong to that particular agency;
3. the document exists in the agency but the agency does not consider that it falls within the scope of the application;
4. the document exists in the agency but it was inadvertently overlooked;
5. the document exists in the agency and the agency has deliberately failed to acknowledge its existence; or
6. the document *did* exist in the agency but no longer does - for example, the document may have been destroyed, either correctly, in accordance with the *State Records Act 1997* (the 'SR Act') or incorrectly.

To determine which of the above possibilities is relevant, this office's first port of call will usually be to the applicant, to ascertain whether they have any *evidence* of the document in question. Why do they think it exists? Have they seen it, have they been told about it, or, in what often constitutes the *best* evidence in this arena, can they point to any references to such a document in *other* documents of the agency? If such evidence exists, the Ombudsman can proceed further. If not, the sufficiency of search claim may have fallen at the first hurdle.

Of the above possibilities, but excluding the numerous examples that fall into category 1 (or in circumstances where there is a lack of evidence to the contrary), various steps can be taken by the Ombudsman. Agencies need to decide how far to go in order to be satisfied that they have searched sufficiently for the document(s), bearing in mind that individual officers may have to swear affidavits, make statutory declarations, or (if the matter is appealed) face cross-examination under oath. This office will then review the steps taken and, taking into account any evidence available, make an assessment accordingly.

While the allegations of the type envisaged by category 5 are not uncommon (for the general public are doubtful, especially where an individual is involved in a dispute with a government agency), it is generally difficult to prove ill intention on the part of an agency or a particular officer.

There is a stronger chance that the evidence points to category 4. In one particular matter involving a long running investigation and prosecution of a person by an agency other than the DPP, documents have emerged far later than they ought to have done in the course of countless FOI applications to the agency and subsequent external reviews conducted by this office. While this is in itself unsatisfactory, the sheer size and complexity of the investigation is a more likely explanation than any ill intentions, although ill intentions cannot be ruled out entirely, and the applicant's doubts have not in any way abated.

Alternatively, an agency may not have located a document because it has interpreted the terms of the application too narrowly, or its searches were simply not extensive enough to locate all documents within the scope of the application. Sometimes the Ombudsman's intervention will yield results while at other times it does not.

Occasionally, it is ascertained that documents *should* exist which never existed. This may be because of a failure by an agency to keep appropriate records. Alternatively, documents *did* exist, ought *still* to exist but no longer do. Several agencies have been advised (via the *Ombudsman Act 1972*) of their obligations under the SR Act, and reminded that it is an offence to destroy documents other than in accordance with a disposal schedule. Unfortunately on these occasions there is little that can be done from a FOI perspective, and applicants are left unnecessarily disappointed.

Agencies often release additional documents located during an external review to the applicant, which may be treated as a determination for the purposes of the *Freedom of Information Act 1991* (see section 19(2a)). In this event, the Ombudsman will note the development and proceed to consider any remaining documents in dispute.

The Benefits of Proactive Disclosure

Agencies often receive broadly framed Freedom of Information ('FOI') applications. This tends to inhibit the agency's ability to respond for a number of reasons. There is the sheer number of documents involved, then there is the number of staff who may hold documents (for example, on their individual computer drives), and the possibility that documents within the scope of the application are held on subsidiary files (for example, files that relate primarily to another matter).

One of the strategies for dealing with this is to proactively release documents when an appropriate opportunity presents itself.

There are two primary benefits associated with this approach. Firstly, it tends to reduce the number of applications received by the agency (particularly where there is an issue affecting a number of individuals). Secondly, where the agency proactively releases some documents, but considers it necessary to withhold other documents within the scope of an application, it may be comparatively easy for the agency to satisfy clauses that include a 'public interest' or 'unreasonableness' test in order to justify a claim of exemption, particularly in the context of a review or appeal. In other words, the agency may be able to prove that it has sufficiently met any concerns regarding accountability, and ensured the adequacy of public participation through the information proactively disclosed.

From an international perspective it is worth noting that approximately half of the ministerial debates in the European Union Council are held in public, with citizens able to follow such proceedings using web streaming technology via the Internet. Furthermore, documents discussed in such proceedings are made available on-line.¹

In Sweden (considered the birthplace of FOI legislation²):

agencies list in public registers almost every document written or received in the course of official business - with very few exceptions - so that requesters know exactly what they're asking for, and also the agency knows exactly what it has.³

At a local level, the Corporation of the Town of Walkerville has released development-related documents via its website, sometimes in full and sometimes after masking certain information.⁴

I commend the Corporation of the Town of Walkerville for its initiative in adopting this approach.

[Note: By and large this entry is an extract from a handout provided to participants of a training session conducted by the Ombudsman's Office and a firm of solicitors during the 2006-07 reporting year. In my view it is worth repeating in the Annual Report. It is, however, available via the Ombudsman's website: http://www.ombudsman.sa.gov.au/docs/0607/lga_training.pdf]

¹ Juha Mustonen (ed), *The World's First Freedom of Information Act: Anders Chydenius' Legacy Today* (2006) 57.

² The first Freedom of Information legislation is believed to have been adopted by the Swedish parliament on 2 December 1766: Juha Mustonen (ed), *The World's First Freedom of Information Act: Anders Chydenius' Legacy Today* (2006) 8.

³ Juha Mustonen (ed), *The World's First Freedom of Information Act: Anders Chydenius' Legacy Today* (2006) 86.

⁴ <http://www.walkerville.sa.gov.au>

Case Study

Background

Years ago, while he was still a juvenile, F committed an offence against another juvenile. When both had reached the age of maturity, and at the victim's instigation, F was charged and prosecuted. He pleaded guilty and was subsequently convicted of committing the offence. Last year, F approached the Ombudsman's Office requesting assistance.

Issues

F did not deny committing the offence. F's concern was that it could be construed from South Australian Police ('SAPOL') generated information (in the form of an offender history report), which did *not* include the actual date of the offence, that F committed the relevant act against a juvenile when F was actually an adult, which was not in fact the case. Put another way, given that the SAPOL information allowed one to determine F's age (as an adult) when he was convicted but *not* his age (as a juvenile) when he committed the offence, the natural inference would be (in F's view) that F was an adult when he committed the offence. F had not been successful in convincing SAPOL that its records were incorrect or misleading. In SAPOL's view the records were, to the extent that they existed, quite correct.

The problem, as far as this office saw it, was that F did not actually have access to the *source* of such records. The Courts Administration Authority (the 'CAA') FOI officer advised that such records could not be given out under the *Freedom of Information Act 1991* (the 'FOI Act') as they concern judicial proceedings. Technically, this may be correct, however it could be argued that section 3(3) of the FOI Act implies that, if F is entitled to such information anyway (as it concerned him), there was no impediment to it being released upon receiving an FOI application.

Outcome

It was not ultimately necessary to decide this question, as this office was able to facilitate, through the cooperation of the then manager of the Youth Court Registry, F being given a copy of the original court outcome. Relevantly, the court outcome included the date of the offence, allowing a reader to determine how old F was when the offence occurred. This allowed F to again approach SAPOL with the *complete* picture and ask it to update or amend its own records.

Comment

This was not an external review under the FOI Act. Nevertheless, and despite this office not knowing whether F would eventually be successful in his plight, the matter serves to highlight how the Ombudsman is sometimes able to, in a relatively informal manner, assist a member of the public in getting to the next step along the way.

Case Study

Background

T made an application to the City of Burnside (the 'agency') for access to certain of its documents. The agency subsequently made a determination, pursuant to section 14A of the *Freedom of Information Act 1991* (the 'FOI Act') to extend the time in which it must process the application. As such a determination must be made by the principal officer of an agency, an aggrieved applicant may apply directly for an external review (i.e. without first applying for an internal review). The applicant applied to this office for review.

While the former Ombudsman ultimately confirmed the agency's determination, the applicant, in arguing the case *against* the agency's determination, raised some interesting points which are worthy of mention.

The determination was not made by the principal officer, as required by the FOI Act.

The reason for the applicant making this contention is that the letter *advising* the applicant of the determination was not specifically authored by the principal officer. It was authored by the agency's FOI officer. A small amount of subsequent investigation, as well as the fact that the relevant letter contained the words 'the principal officer has determined', were sufficient to satisfy the Ombudsman that the principal officer had made the determination, as required.

The determination was unlawful as it did not include the name of the person who made the determination, as required by section 23(2)(b)(i) of the FOI Act.

Section 23(2)(b)(i) does in fact require a notice of determination to specify the 'name and designation of the officer by whom the determination was made'. The view was taken, however, that a distinction can be drawn between designated FOI officers and the principal officer of an agency. There can be numerous FOI officers, and therefore the name is important as an identifier. There can be only one principal officer, however. Accordingly, the specification that the determination was made by the principal officer was sufficient to identify who made the determination.

The agency received T's application earlier than it says it did, and therefore the 14A determination was made out of time.

Section 14A(3) provides that a determination to extend time will only be 'effected' if written notice of the extension is given to the applicant within 20 days after the application is received.

If written notice is not given within the appropriate time frame, the determination will be invalid. Questions which arise are therefore; when was the application received, and when was written notice given? The applicant had strong and interesting views on both of these questions.

When was the application received?

T first lodged the application on a Friday. Accordingly, T states it was received by the agency on the Friday. However, on the Monday, T altered the details of the application. The former Ombudsman looked at the two versions and decided, as a factual matter, that the application was received on the Monday as the version lodged on the Friday did not enable the agency to start processing it. This was perhaps a pedantic decision on the basis that the Friday application did not contain a logical time frame. However, sometimes pedantic decisions are called for in the FOI arena.

When was the notice of the determination given to the applicant?

This office knew the date on which the notice was put into T's post office box. However, and what was perhaps the most novel argument raised by T, T asserted that irrespective of the date on which notice was *actually* given, section 47(b) implies that notice 'is to be taken to have been given' to T 'at the end of the fifth day after which the letter was posted'. Put another way, notice should be *taken* to have been given to T four or five days after it was *actually* given.

The former Ombudsman disagreed, determining that the deeming provision of section 47(b) only comes into play when there is otherwise a lack of evidence about when notice was actually given.

Comment

This office deals with a varying number of section 14A reviews each year. Most extensions of time made by agencies are for relatively short periods of time (i.e. under two months). The office deals with them quickly (otherwise there is little point in conducting a review), and the question is often whether the determination was validly made, i.e. within time and on an adequate basis. Of the lengthier extensions (months or in a few cases, over a year), the office will determine what needs to be done by the agency. Often, by way of settlement, a reasonable result can be reached in the circumstances.

Case Study

Background

The Ombudsman received a letter of complaint from a third party, X, claiming that the Department for Environment and Heritage (the 'agency') failed to give them enough time to respond to a consultation letter and that generally the agency takes longer to deal with applications made by members of the public than those made by Members of Parliament, which amounts to discrimination. The complaint concerned a Freedom of Information ('FOI') application made by a Member of Parliament, the scope of which captured a submission made by X. For various reasons, X failed to respond to the agency's attempts to consult in the timeframes allowed. Eventually the agency made a determination to partially release the submission, advising X of their rights to an internal review. X eventually responded out of time, objecting to the release of the submission on the basis that it contained trade secrets, commercially valuable information, and confidential information, however the agency had already partially released the submission to the applicant.

Issues

Although the Ombudsman could not conduct an external review (because the Ombudsman had no jurisdiction and the part of the submission in question had been released), it was important to explain to X the consultation requirements and time limits imposed by the *Freedom of Information Act 1991* (the 'FOI Act') and to decide whether a further investigation concerning the agency's actions was necessary. The Ombudsman considered the sometimes arduous obligation placed on agencies to take such steps as are reasonably practicable to consult with third parties, especially in this case, where there were at least 72 third parties to consult. The Ombudsman also addressed X's claims of discrimination.

Outcome

Based on the facts, the Ombudsman did not find any evidence of discrimination. The Ombudsman explained that no distinction is made in the FOI Act between members of the public and Members of Parliament in relation to their rights to access information and that the same time limit for dealing with an application applies to both types of applicants. However, some applications take longer to process than others especially where the application is broad and covers a wide range of documents, or consultation is required.

The Ombudsman also found that the agency took adequate steps to consult with X by making several attempts to explain the consultation process and allowing approximately 20 calendar days for X to respond. The agency also attempted to assist X in exercising their right to apply for an internal review. Accordingly, the Ombudsman decided there were no grounds to commence an investigation.

Comment

This matter highlighted the importance of agencies not only to clearly explain the consultation provisions in the FOI Act to third parties, but also to commence the consultation process in enough time to allow all third parties a reasonable opportunity to respond. Although the FOI Act does not define the term 'reasonable' nor does it provide a timeframe within which agencies must complete the consultation process, agencies must be mindful of the 30 day time limit to deal with applications imposed by section 14 of the FOI Act and if necessary, should consider extending the time to deal with applications in accordance with section 14A (if appropriate). In this case, the agency did use section 14A to extend time and the Ombudsman was satisfied that it took all reasonable steps to consult with X pursuant to section 27, therefore complying with the FOI Act.

Case Study

Background

The applicant in this matter applied to the District Council of Orroroo and Carrieton (the 'agency') pursuant to the *Freedom of Information Act 1991* (the 'FOI Act') for access to the remuneration package and job analysis relevant to one of its employees. Two documents were identified as falling within the scope of the application. The agency determined to refuse the applicant access to the documents pursuant to clause 13(2) of Schedule 1 to the FOI Act. In so doing the agency mistakenly assumed that any contract entered into before 1 January 2005 was automatically exempt. (Reliance on this clause was misconceived in any event; clause 13(2) qualifies the scope of clause 13(1), it does not provide for a separate claim of exemption.) The agency's principal officer confirmed this determination following internal review. It was then that the applicant sought an external review by the Ombudsman.

Issues

Upon being satisfied that there was jurisdiction to conduct an external review, the Ombudsman issued a notice to the agency. Among other things, the notice required the agency to justify its determination, in accordance with section 48 of the FOI Act, and to consider the possibility of releasing any non-exempt information to the applicant, as envisaged by section 20(4) of the FOI Act.

The agency responded to the notice by providing an "initial", confidential report and a letter from the relevant employee. (The Ombudsman is able to consider information provided on a confidential basis by any party to an external review. That said, in an effort to promote procedural fairness we try to minimise the amount of information to be treated confidentially, and therefore require cogent reasons to support any such claim.)

At this point the agency identified a number of exemption clauses it considered justified its determination to refuse the applicant access to the documents. (It is always preferable for an agency to identify exemption clauses it intends to rely on as soon as possible, but we accept that it is not always practicable to do so prior to the commencement of an external review).

The agency's response raised two issues, which were cause for concern. Firstly, the agency indicated that it had not gathered all of the information required to respond to the Ombudsman because of its limited resources. (We take the view that each agency is responsible for fulfilling obligations imposed on it by the FOI Act, and it is therefore incumbent on each agency to ensure that it is adequately resourced to do so.

Having said that, we accept that it can be difficult to predict what resources will be required when budgeting for the future.) Secondly, the agency referred to the applicant's failure to demonstrate a direct or indirect interest in the documents, or that she would be affected by them.

Outcome

The Ombudsman advised the agency that an FOI applicant does not need to have an interest in, or to be affected by, the documents, in order to obtain access to them, pursuant to the FOI Act. (Contrast this with subsection 15(3a) of the *Ombudsman Act 1972* when considering commencing an investigation into administrative acts of agencies). We reminded the agency of sections 3 and 3A (objects and principles) and 12 (right of access) of the FOI Act. Furthermore, we briefly summarised the elements of the exemption clauses raised by the agency, and provided it with a final opportunity to justify its determination. At the same time the Ombudsman invited the employee's involvement in the external review process.

Instead of responding to the issues raised by the Ombudsman, the agency released one of the documents to the applicant and "determined to have no further interest in the matter".

Such a stance is plainly inconsistent with the FOI Act, and subsection 39(7) in particular, which provides:

The agency and the applicant must cooperate in the process proposed by the relevant review authority for the purposes of the conduct of a review under this section (including any attempt of the relevant review authority to effect a settlement between the participants), and must do all such things as are reasonably required to expedite the process.

Following further involvement by the Ombudsman's office, the agency released the second document (claiming at the time that it thought the document was outside the scope of the application).

Comment

In all, the external review took six months to complete. That the agency ultimately revised its determination, and released the two documents, represents a positive outcome for the applicant. That said, in my view the agency's conduct prolonged the external review unnecessarily, and made it more costly for all concerned.

Case Study

Background

The applicant in this matter requested emails shown to him during a meeting, detailing complaints made against him, from the Office of Consumer and Business Affairs (the 'agency'). The agency proceeded to deal with this request as an application pursuant to the *Freedom of Information Act 1991* (the 'FOI Act'). The agency identified two documents falling within the scope of the application. It located one of the documents and determined to release it to the applicant. However it failed to locate the second document, in either hard or electronic form, and concluded that all versions of it had been destroyed.

Issues

The sufficiency of the agency's searches to locate the second document became the focus of the external review. That said, the Ombudsman considered the agency's obligations pursuant to the *State Records Act 1997* (the 'SR Act') more generally.

The Ombudsman specifically considered the extent of the agency's searches, including the locations searched and the people to whom enquiries were made.

During the course of the external review the agency advised that the sender and two recipients of the email had deleted it from their respective personal mail-boxes. Furthermore, none of them had saved a copy elsewhere. (The agency advised us that it had since reminded those staff of their obligations to preserve documents). Attempts to restore one of the mail-boxes, and thereby recover the email, proved unsuccessful because the email had been deleted before it could have been recorded on a back-up. No attempts were made to restore the other two mail-boxes because the agency envisaged encountering the same problems.

At the conclusion of the meeting where the applicant was shown a hard copy of the document, he was advised that the hard copy would be destroyed. He did not object to this at the time, believing it meant the document would not be left lying around for anyone to read, not that it would be permanently destroyed as a result.

The application appeared to have been made a short time after the document was created, and within a week of the applicant sighting the hard copy and the electronic copies being destroyed.

Outcome

In concluding the external review the Ombudsman noted that the agency is required to comply with the SR Act, and on that basis expected it would have retained a copy of the document. Nevertheless, the Ombudsman was satisfied that the agency did not still hold a copy of the document, and so confirmed the agency's determination pursuant to subsection 39(11) of the FOI Act.

Comment

This case demonstrates how inadequate storage and maintenance of documents can, in turn, frustrate the operation of the FOI Act.

Although this problem is rare, it is not isolated. The Ombudsman is conducting another external review, involving a different agency, in which documents appear to have been destroyed.

Accordingly, I would like to take this opportunity to remind all agencies that it is their responsibility to ensure that official records in their custody are maintained in good order and condition (section 13 of the SR Act). An official record is defined by the SR Act to mean "a record made or received by an agency in the conduct of its business", but does not include records to be delivered or transmitted to another person or body, or drafts of records not for further use or reference, among other exceptions (section 3). Section 23 of the SR Act provides that an agency must not dispose of an official record except in accordance with a determination made by the Manager of State Records with the approval of the State Records Council. In addition, State Records has developed a General Disposal Schedule that stipulates how long an agency must retain certain records before destroying them.

Case Study

Background

This matter was borne out of a solicitor's experiences with the Central Northern Adelaide Health Service (Royal Adelaide Hospital) (the 'agency'), and the way in which it dealt with applications for client medical records pursuant to the *Freedom of Information Act 1991* (the 'FOI Act').

After obtaining the relevant documents from the agency, the solicitor wrote to the Ombudsman with concerns that the agency's FOI unit was inadequately resourced and was not being given the priority implied by the FOI Act. He mentioned two specific observations:

- The time the agency took to deal with run-of-the-mill requests for personal injury records often exceeded the 30-day period prescribed by the FOI Act;
- The agency had inappropriately extended the time for dealing with a particular FOI application (i.e. it was not done in accordance with section 14A of the FOI Act). In so doing the agency advised the applicant that the thousands of requests it received each year made it impossible for the agency to make determinations within the 30-day period provided by the FOI Act.

As a result of this correspondence the Ombudsman commenced a preliminary investigation pursuant to section 18(1) of the *Ombudsman Act 1972* (the 'Ombudsman Act'). The Ombudsman sought information about the purported extension of time, the resources allocated to deal with FOI matters, and details of any proposed changes.

Issues

There is no legislative power beyond section 14A of the FOI Act to extend the time for an agency to deal with an FOI application. Furthermore, a number of criteria must be established before section 14A may be utilized.

Section 14A of the FOI Act provides that the *principal officer* of an agency may extend the time for dealing with an application provided certain conditions are met. As a minimum the application must:

- Be for access to a large number of documents or necessitate a search through a large quantity of information, which would unreasonably divert the agency's resources from their use by the agency in the exercise of its functions if the agency had to deal with the application within 30 days; or
- Require consultation, which would not be practicable to undertake within 30 days.

The agency is also required to *give* written notice of the extension to the applicant within 20 days after receiving the application (setting out the period of the extension, the reasons for it, and the applicant's rights of review and appeal).

In the matter at hand there was evidence to suggest that someone other than the principal officer had extended the time for the agency to deal with the application. Notice of the extension was not given to the applicant within 20 days after the agency received the application, nor did the notice set out the reasons for the extension, or the applicant's rights of review and appeal. Finally, there was no evidence that consultation was required as a result of the application, or that the application necessitated a search through a large quantity of information, or was for access to a large number of documents.

Prior to the commencement of the Ombudsman's investigation the agency had introduced a new electronic management system that would enable it to monitor statistics more easily. Information provided by the agency during the investigation revealed that in the 2005-06 reporting year it had received approximately thirteen FOI applications on each business day of the year. At the time, however, only two full-time, accredited FOI officers and one part-time administrative clerk were responsible for dealing with all FOI applications received by the agency.

Outcome

The FOI unit was transferred to a different administrative unit within the hospital's organisational structure. The agency advised that it envisaged undertaking a review of "staffing versus activity" for comparison with similar agencies within the State. In addition, the applicant reported that the agency had responded to a subsequent request within the time required by the FOI Act.

The Ombudsman concluded that the sheer number of FOI applications received by the agency appeared "to be a strong argument in favour of additional staff being allocated to process them", but decided not to commence a full investigation given the changes identified by the agency and the applicant, and the proposed review. That said, the Ombudsman foreshadowed the possibility of again utilising the Ombudsman Act to investigate administrative acts and/or conduct an administrative audit of the agency.

Comment

To date, the Ombudsman has not investigated the agency further regarding administrative acts, or audited it in relation to administrative practices and procedures, relevant to its handling of FOI applications.

Freedom of Information		
Matters received 01 July 2006 to 30 June 2007		
Adelaide Cemeteries Authority	1	0.4%
Adelaide Hills Council	1	0.4%
Alexandrina Council	2	0.9%
Attorney-General's Department	5	2.1%
Board of Examiners (Law Society)	1	0.4%
Central Northern Adelaide Health Service	22	9.4%
Children, Youth & Women's Health Service	3	1.3%
City of Burnside	4	1.7%
City of Charles Sturt	3	1.3%
City of Holdfast Bay	1	0.4%
City of Mitcham	2	0.9%
City of Norwood, Payneham & St Peters	1	0.4%
City of Onkaparinga	4	1.7%
City of Playford	1	0.4%
City of Port Adelaide Enfield	3	1.3%
City of Prospect	1	0.4%
City of West Torrens	1	0.4%
Clare and Gilbert Valleys Council	2	0.9%
Commissioner for Equal Opportunity	1	0.4%
Coroner	2	0.9%
Corporation of the City of Marion	4	1.7%
Corporation of the City of Unley	2	0.9%
Corporation of the Town of Walkerville	7	3.0%
Corporation of the Town of Gawler	1	0.4%
Courts Administration Authority	4	1.7%
Dental Board of South Australia	1	0.4%
Department for Correctional Services	3	1.3%
Department for Environment and Heritage	10	4.3%
Department for Families and Communities	22	9.4%
Department of Administration and Information Services	5	2.1%
Department of Education & Children's Services	20	8.5%
Department of Health	12	5.1%
Department of Primary Industries & Resources	3	1.3%
Department of the Premier and Cabinet	9	3.8%
Department of Transport, Energy and Infrastructure	6	2.6%
Department of Treasury and Finance	2	0.9%
District Council of Mallala	3	1.3%
District Council of Orroroo/Carrieton	1	0.4%
District Council of Robe	1	0.4%
Environment Protection Authority	3	1.3%
Flinders University Council	1	0.4%
Health & Community Services Complaints Commissioner	4	1.7%
Land Management Corporation	1	0.4%
Light Regional Council	1	0.4%
Lower North Health	1	0.4%
Medical Board of SA	1	0.4%
Minister for Environment and Conservation	1	0.4%
Minister of Health	1	0.4%
Mount Gambier Hospital	3	1.3%
Nurses Board of SA	1	0.4%
Office of Public Employment	1	0.4%
Outside Jurisdiction	8	3.4%
Police Complaints Authority	1	0.4%
Police Department	7	3.0%
Public Trustee	1	0.4%
Regional Council of Goyder	1	0.4%
Repatriation General Hospital	1	0.4%
Riverland Community Health Services	1	0.4%
RSPCA Inspector	1	0.4%
SA Housing Trust	3	1.3%
SA Metropolitan Fire Service	1	0.4%
South Australian Motor Sport Board	2	0.9%
Southern Adelaide Health Service	4	1.7%
State Electoral Office	1	0.4%
The Treasurer	2	0.9%
Wattle Range Council	1	0.4%
WorkCover Corporation	3	1.3%
Total	234	

Freedom of Information		
Matters completed 01 July 2006 to 30 June 2007		
Adelaide Cemeteries Authority	1	0.4%
Adelaide Hills Council	1	0.4%
Alexandrina Council	2	0.8%
Attorney-General's Department	4	1.6%
Board of Examiners (Law Society)	1	0.4%
Central Northern Adelaide Health Service	23	9.5%
Children, Youth & Women's Health Service	2	0.8%
City of Burnside	4	1.6%
City of Charles Sturt	6	2.5%
City of Holdfast Bay	1	0.4%
City of Mitcham	1	0.4%
City of Norwood, Payneham & St Peters	2	0.8%
City of Onkaparinga	6	2.5%
City of Playford	1	0.4%
City of Port Adelaide Enfield	3	1.2%
City of Prospect	1	0.4%
City of Tea Tree Gully	1	0.4%
City of West Torrens	1	0.4%
Clare and Gilbert Valleys Council	2	0.8%
Commissioner for Equal Opportunity	1	0.4%
Coroner	2	0.8%
Corporation of the City of Marion	5	2.1%
Corporation of the City of Unley	2	0.8%
Corporation of the Town of Walkerville	6	2.5%
Corporation of the Town of Gawler	1	0.4%
Courts Administration Authority	4	1.6%
Dental Board of South Australia	1	0.4%
Department for Correctional Services	2	0.8%
Department for Environment and Heritage	10	4.1%
Department for Families and Communities	17	7.0%
Department of Administration and Information Services	6	2.5%
Department of Education & Children's Services	21	8.6%
Department of Health	9	3.7%
Department of Primary Industries & Resources	5	2.1%
Department of the Premier and Cabinet	8	3.3%
Department of Transport & Urban Planning	1	0.4%
Department of Transport, Energy and Infrastructure	5	2.1%
Department of Treasury and Finance	3	1.2%
District Council of Mallala	2	0.8%
District Council of Orroroo/Carrieton	2	0.8%
District Council of Robe	1	0.4%
Environment Protection Authority	4	1.6%
Flinders University Council	1	0.4%
Health & Community Services Complaints Commissioner	4	1.6%
Land Management Corporation	1	0.4%
Light Regional Council	1	0.4%
Lower North Health	1	0.4%
Medical Board of SA	1	0.4%
Mid Murray Council	1	0.4%
Minister for Environment and Conservation	1	0.4%
Minister of Health	2	0.8%
Mount Gambier Hospital	3	1.2%
Nurses Board of SA	1	0.4%
Outside Jurisdiction	6	2.5%
Police Complaints Authority	1	0.4%
Police Department	12	4.9%
Public Trustee	1	0.4%
Repatriation General Hospital	1	0.4%
Riverland Community Health Services	1	0.4%
RSPCA Inspector	1	0.4%
SA Forestry Corporation	1	0.4%
SA Housing Trust	2	0.8%
SA Metropolitan Fire Service	2	0.8%
South Australian Motor Sport Board	2	0.8%
Southern Adelaide Health Service	4	1.6%
State Electoral Office	1	0.4%
The Treasurer	3	1.2%
Wattle Range Council	1	0.4%
WorkCover Corporation	6	2.5%
Total	243	

Case Study

A health worker raised concerns about the action taken by the South Australian Housing Trust (SAHT), which resulted in the eviction of a tenant. The decision to evict the woman was made by the Residential Tenancies Tribunal and she was evicted by a bailiff from a Trust house where she had lived for over ten years. At the time of the eviction, the woman was detained under the Mental Health Act at a city hospital.

The SAHT was under some pressure from a number of residents in the neighbourhood to respond to a several serious incidents when the woman was extremely disruptive to the neighbourhood with her threatening and irrational behaviour. On one occasion, the woman had been arrested for disruptive behaviour. The SAHT attempted to connect her to a number of mental health support services but she was hostile and unwilling to engage with service providers. In response to increasing complaints from neighbours, the SAHT eventually sought an Order for Possession from the Residential Tenancies Tribunal and the woman was evicted from the property and excluded from SAHT services for 12 months.

Although the woman was provided with an opportunity to remove her belongings from the property on a number of occasions, she failed to do so and the SAHT made arrangements for items left in the house to be packed up and placed in storage.

In response to our enquiries, the SAHT advised that the woman's health care worker and a housing manager would arrange a case conference to explore the options for the woman's future housing. A case management plan was outlined, allowing for a period of supported accommodation so that the necessary support services could be put in place to assist the woman in the future. Removalist costs were met by the SAHT and the monthly storage fee of \$240 was paid by the SAHT for a period of time.

It was clear that the woman's housing needs could not be met by the private rental market and with this in mind, the SAHT waived the 12 month exclusion for services requirement.

This matter raised several significant issues regarding the special needs of people with a mental illness, living in the community. The circumstances relating to this complaint were complex and sensitive and highlighted the many difficulties faced by SAHT staff in providing an adequate and appropriate service to customers with special needs.

There was no evidence of maladministration by the agency and our investigation revealed that once the SAHT were aware of the tenant's special circumstances, staff were particularly helpful in assisting the tenant, with due consideration for the state of her mental health and subsequent disruptive behaviour.

Later, the SAHT actively pursued the development of protocols in consultation with key agencies such as mental health service providers, to deal with other difficult customers in the future.

Case Study

A tenant of the South Australian Housing Trust (SAHT) complained that his personal contact details had been provided to a local council. He believed that the information was released when council was investigating a complaint concerning his dog. The tenant saw this as a breach of his privacy.

The SAHT was contacted and it was confirmed that over three years ago SAHT officers provided the council with the tenant's name, address and length of his tenancy. The SAHT supplied the information in line with current internal policy and the belief that they had to comply with council requests in line with the Dog and Cat Management Act.

Upon checking with the Dog and Cat Management Board it was confirmed that unless a legal order or subpoena was issued by the council the SAHT had no legal obligation to supply such private information. This was relayed to SAHT staff who were surprised at the information but readily acknowledged their error.

A letter of apology admitting the error was sent to the tenant and the relevant SAHT policy officer was advised and the policy was subsequently amended.

Case Study

In the past, SA Water allowed consumers who owned or were purchasing their own home and were eligible for some concession; had limited income and were experiencing severe financial hardship; to defer payment of their accounts until their home was sold. Once the home was sold, the amount owing to SA Water was paid.

The complainants had the benefit of this arrangement for many years and anticipated that the arrangement would continue for many years to come. However, when the couple decided to refinance their mortgage they were informed that one of the conditions set by the lending institution was that all their present debts were to be paid in full.

The complainants accepted the lender's refinancing condition and subsequently paid their SA Water account in full. At the time of payment however, the complainants were not aware that payment of the account in full cancelled any previous arrangement they had with the agency to defer payment of future SA Water accounts.

Some time later when the complainants received an account from SA Water they contacted the agency and were informed that since their agreement with the agency many years ago, the policy had been amended. The complainants were advised that in 2001 the policy was amended to include conditions relating to a consumer's eligibility for the deferred payment scheme. The complainants were affected by the new condition that payment at any time of the total amount outstanding would result in a consumer losing their eligibility to benefit from the delayed payment scheme.

When we contacted the agency we were advised that at the time the policy was amended in 2001 the 4,500 people who were participating in the deferred payment scheme were never advised of the policy amendments. The agency accepted our view that they should have advised the scheme participants about the policy changes at the time and immediately sent a letter to all those concerned to inform them of the changes.

The agency commenced a pilot program to provide a number of options to financially disadvantaged consumers. The agency advised us that wherever possible consumers are given a range of account payment options to suit their special needs. In cases of extreme hardship, consumers are able to make special long term arrangement to defer payment of their accounts, if they meet the agency's criteria.

The agency wrote to the complainants to provide them with an explanation of the 2001 policy amendments and to inform them about the pilot program.

Case Study

A prisoner who was being released from a correctional institution wanted to formally transfer ownership of some personal belongings including a clock radio, to another prisoner. The prisoner enquired about the necessary paperwork to effect the transfer and was advised that prison staff needed seven days to process the paperwork. The prisoner lodged the transfer request fourteen days prior to his release to allow sufficient time for the paperwork to be processed.

The prisoner's application to transfer the property was refused on the grounds that prison staff have discretion to either allow or disallow the transfer of property between prisoners. The prisoner stated that to his knowledge it is common practice within correctional institutions for one prisoner to transfer property to a fellow prisoner if they are being released. The prisoner believed he was being treated unfairly because his application to transfer property had been refused.

In response to our enquiries, Department of Correctional Services staff confirmed that the *Correctional Services Act 1982* provides the discretion to approve or disallow the transfer of property between prisoners. It was also confirmed that it is an accepted practice to allow personal property transfers and generally a request would only be refused if there was evidence to suggest that a prisoner was pressuring another prisoner or using standover tactics to have property transferred to them.

Our investigation revealed that there was no evidence to suggest that the prisoner who was to receive the transferred property had pressured or coerced the other prisoner to transfer the property. It was the Ombudsman's view that it was unfair to use discretion to refuse the property transfer in the absence of evidence to substantiate concerns of standover tactics. The discretion afforded within the legislation needs to be exercised in a reasonable manner and with this in mind, the General Manager of the institution acted promptly by reversing the initial decision to refuse the transfer. Prison staff were formally advised to consider property transfer requests in the context of what is reasonable when exercising discretion afforded by the legislation to ensure a consistent approach to transferring prisoner property from one prisoner to another.

Case Study

A parent of a student was advised that the school council had made a decision to charge him for the repairs to windows allegedly broken by one of his children. The first of the windows had been broken some nine months earlier. The parent disputed this as it was the first notification that he was to be charged to repair the broken windows. In addition to this, he was advised that due to changes in the standard of glass thickness to be used in school windows the replacement glass would need to be of a higher standard than that which was damaged and such costs would be passed on.

On investigation of the complaint it was found that the child was involved in many incidents in class, involving violent outbursts. It was during some of these outbursts that the child broke the windows. The parent contended that there were contributing circumstances that led to these outbursts and that in all probability there could have been exceptional circumstances that led to the breaking of windows. However, to recall details of the incidents nine months after the event was impossible.

The Ombudsman did not dispute the right of the agency to seek reimbursement for the cost of repairs to school property. However, it was recommended that the agency introduce a fairer process that included immediate advice to the parents of the damage and whether they were to be charged for the repairs of the damage.

The agency issued a reminder to all schools about damage to school equipment or property. Schools were advised as follows:

- When school equipment or property has been damaged by a student aged 10 years and over, the Principal may write to the student with a copy of the letter to the parents, requesting payment of the cost of repairs in accordance with Education Regulations, 1997- Regulation 52.
- The decision to seek payment for damages is a matter for the principal (a local decision), however parents and students should be informed of the school's policy at the time of the student's enrolment.
- The decision to seek payment for damages should be made at the time the damage is reported to the principal.
- If the principal decides to seek reimbursement, student(s) and parents should be notified by letter within four days of the damage. The school should advise that on receipt of the invoice from the repairer the invoice will be forwarded to the parent(s) soon after, for payment.

- The cost of replacement should be on a like-for-like basis.
- Consideration needs to be given to the circumstances in which the damage was caused. For example, reimbursement may be sought for wilful damage but not for accidental damage. Further factors such as age or disability may also be considered.
- The principal may, given the circumstances, choose to issue a written warning that reimbursement may be sought for any future damages that a student may cause.
- Wilful damage and vandalism should be reported to the police.

In this particular matter, the agency agreed to withdraw the request to the parent for payment for repair of the damaged windows and the matter was satisfactorily finalised.

Case Study

A prisoner residing at a regional prison had constructed a large model boat out of paddle pop sticks as a gift for his mother who lives in Adelaide. The scale and fragility of the boat made it impractical and too expensive to post to the prisoner's mother. The prisoner arranged to have the boat sent as his personal property to Yatala Labour Prison when he was transferred to the prison briefly for the purpose of undertaking some medical treatment. The prisoner researched the correct procedure to arrange for the transfer of personal belongings to ensure that he was complying with the existing rules. He arranged for his mother to be available to collect the boat from Yatala Labour Prison.

Due to unforeseen circumstances, the prisoner's medical treatment was brought forward, resulting in the prisoner being transferred back to the regional prison sooner than anticipated. A public holiday resulted in his transfer date being rescheduled from a Tuesday to the previous Friday.

The Department for Correctional Services has a strict policy that stipulates that prisoner property must be transferred with a prisoner and is not to remain at an institution. The prisoner requested that the boat be allowed to stay at the prison for twenty four hours to allow time for his mother to collect it. This request was refused by the Department as it was at variance with the existing policy.

The Department had implemented procedures regarding transferring prisoner property with prisoners, to address the issue of property not being claimed in a timely manner. The procedure provides that in the event that prisoner property is not transferred with a prisoner between institutions at the time of transfer, the property is to be destroyed.

In this instance, the prisoner had made a genuine effort to arrange the transfer and collection of the property by his mother in accordance with the existing procedures. Unfortunately, due to circumstances beyond his control, his attempts to gift the boat to his mother had failed. In accordance with the procedure, the prisoner's boat was required to be transferred back to the regional prison with him or it would have to be destroyed as an abandoned property item left at Yatala Labour Prison.

We acknowledged that the existing procedure was necessary to reduce excess property from being left at a prison once the prisoner had transferred to another facility. However, it was the Ombudsman's view that the prison's property staff were unreasonable and unfair under the circumstances, given that the prisoner had complied with the procedure and his earlier transfer back to the regional prison was due to circumstances beyond his control. Senior prison staff agreed allow the boat to remain at Yatala for a short period of time to ensure the prisoner's mother would be able to collect the boat from the prison during appropriate visiting hours as previously arranged.

Government departments		
Complaints received 01 July 2006 to 30 June 2007		
Attorney-General's Department	63	4.5%
Department for Correctional Services	662	48.9%
Department for Environment and Heritage	13	1.0%
Department for Families and Communities	28	2.1%
Department for Transport, Urban Planning & The Arts	1	0.1%
Department of Admin and Information Services	10	0.7%
Department of Education & Children's Services	83	6.1%
Department of Further Education, Employment, Science & Technology	16	1.2%
Department of Health	7	0.5%
Department of Primary Industries & Resources	10	0.7%
Department of the Premier and Cabinet	7	0.5%
Department of Transport, Energy and Infrastructure	106	7.8%
Department of Treasury and Finance	31	2.3%
Department of Water, Land & Biodiversity Conservation	9	0.7%
Environment Protection Authority	8	0.6%
SA Water Corporation	90	6.7%
South Australian Housing Trust	208	15.4%
State Electoral Office	1	0.1%
Total	1353	

Government departments								
Complaints received - Issues - 01 July 2006 to 30 June 2007								
Issue	(Other)	Department for Correctional Services	Department of Education & Children's Services	Department of Transport, Energy and Infrastructure	SA Housing Trust	SA Water Corporation	Total	Percentage
Access to educational services	1		11				12	0.9%
Access to Information	1	1					2	0.1%
Access to treatment		3					3	0.2%
Administration	34	10	18	25	3	7	97	7.2%
Administration/general management of					1		1	0.1%
Administrative practices/policies	80	17	22	40	10	12	181	13.4%
Animals	1						1	0.1%
Approvals (permits, licenses, registrations)	8			18		2	28	2.1%
Case Review		4					4	0.3%
Citizen Rights	6	1		1	3		11	0.8%
Communication	4	7	1	3	4	1	20	1.5%
Conduct			9				9	0.7%
Curriculum issues	1		1				2	0.1%
Daily routine		149					149	11.0%
Discipline		9	6				15	1.1%
Double up cells		11					11	0.8%
Drains/Sewers						8	8	0.6%
Duty of care	2	4	1				7	0.5%
Fees/charges/levies	14	4	1	1	1	15	36	2.7%
Financial assistance	4		2	1	1	2	10	0.7%
Financial issues	10	7	7	3	11	21	59	4.4%
Health	3						3	0.2%
Home Detention		25					25	1.8%
Housing	1	1	1		153		156	11.5%
Land Use	2			1			3	0.2%
Leave		11					11	0.8%
Mail		17					17	1.3%
Maintenance				1			1	0.1%
Medical	1	4					5	0.4%
Officer misconduct		10		1	1		12	0.9%
Ordinances, Regulations, By-laws				3		1	4	0.3%
Other	8	104	2	2	19	3	138	10.2%
Planning and development	6			1			7	0.5%
Property		99					99	7.3%
Punishment		17					17	1.3%
Rates and charges	11					17	28	2.1%
Record keeping	3	3					6	0.4%
Roads				2			2	0.1%
Security		15					15	1.1%
Segregation		4					4	0.3%
Services	1	2	1			1	5	0.4%
Superannuation/Retirement Benefits	2						2	0.1%
Transfers		92					92	6.8%
Transport				3			3	0.2%
Trees					1		1	0.1%
Visits		14					14	1.0%
Work and education		17					17	1.3%
Total	204	662	83	106	208	90	1353	
	15.1%	48.9%	6.1%	7.8%	15.4%	6.7%		

Government departments		
Complaints completed 01 July 2006 to 30 June 2007		
Attorney-General's Department	66	4.7%
Department for Correctional Services	656	48.3%
Department for Environment and Heritage	11	0.8%
Department for Families and Communities	43	3.2%
Department for Transport, Urban Planning & The Arts	1	0.1%
Department of Administrative and Information Services	13	1.0%
Department of Education & Children's Services	77	5.7%
Department of Health	8	0.6%
Department of Human Services	1	0.1%
Department of Primary Industries & Resources	6	0.4%
Department of the Premier and Cabinet	7	0.5%
Department of Transport, Energy and Infrastructure	103	7.6%
Department of Treasury and Finance	35	2.6%
Department of Further Education, Employment, Science & Technology	19	1.4%
Department of Water, Land & Biodiversity Conservation	7	0.5%
Environment Protection Authority	9	0.7%
SA Water Corporation	91	6.7%
South Australian Housing Trust	204	15.0%
State Electoral Office	2	0.1%
Total	1359	

Government departments								
Complaints completed - Outcomes - 01 July 2006 to 30 June 2007								
Outcome	(Other)	Department for Correctional Services	Department of Education & Children's Services	Department of Transport, Energy and Infrastructure	SA Housing Trust	SA Water Corporation	Total	Percentage
Advice Given	87	200	40	46	95	45	513	37.7%
Conciliated				1			1	0.1%
Declined	9	5	1		4	2	21	1.5%
Determination	1						1	0.1%
Full Investigation	12	3	3	1	1		20	1.5%
Outside of Jurisdiction	6	9	3		4		22	1.6%
Preliminary Investigation	97	432	24	53	99	44	749	55.1%
Transferred to HCSCC	7						7	0.5%
Withdrawn	9	7	6	2	1		25	1.8%
Total	228	656	77	103	204	91	1359	
	16.8%	48.3%	5.7%	7.6%	15.0%	6.7%		

Case Study

A council employed a woman in a part-time capacity at one of the council's recreation centres. Following a number of workplace incidents and breaches of the council's code of conduct, the employee was issued with a final warning from the council which included a three month ban on her use of the recreation centre as a customer. While the three month ban was in place, the woman attended the centre on two separate occasions as a customer and as a consequence of her actions the council terminated her employment and banned her for life from attending all of the council's recreation centres. The woman complained that she had been unreasonably dealt with by the council and that the lifetime ban was unfair.

The issues relating to the woman's employment and the ban as a member of the public from the council's recreation centres were the subject of legal proceedings in the South Australian Industrial Relations Commission and the Workers' Compensation Tribunal. The woman sought a review of the ban through the Court proceedings. It was the council's view that it was not practical or reasonable to separate the issues concerning the termination of the woman's employment and the ban, as the matters were intrinsically linked. Council did not provide the woman with any verbal or written information relating to the procedures in place for council to deal separately with an employee's workplace issues and those issues relating to the employee's use of council facilities outside of work hours.

At the time that the three month ban was put into effect, the council failed to advise the woman that as a customer, she had a separate right of appeal against the administrative decision to ban her from the recreation centres. It was only later when the lifetime ban was imposed, that the woman was informed that she had the right to appeal. When she lodged an appeal, an independent appeal panel reduced her lifetime ban to a period of fifteen months. The woman was not offered an explanation as to why the term of the ban was reduced.

We acknowledged that the council was dealing with a complexity of employment and separate customer related issues at the time. However, our investigation concluded that the council's decision not to separate the woman's employment matters from the customer related incidents had a detrimental affect on the administrative actions of the council. It appeared that council did not make their expectations regarding the woman's role as a council employee and as a user of the recreation centre, clear.

It was the Ombudsman's view that the council's investigation of both matters had lacked a balanced assessment and consequently the council's decisions and actions in dealing with the matter, were unreasonable and unfair.

On hearing the Ombudsman's view, the Council showed a genuine willingness to review and change its administrative practices in relation to the handling of issues regarding the conduct of the general public using its recreation centres. A customer code of conduct policy was formulated to provide council's clear expectations and the rights and responsibilities of customers. The council also established a process to investigate customer conduct, including the appeal process. A staff training program was initiated to inform council staff about appropriate ways to deal with difficult customers. The council wrote to the woman and apologised for failing to provide her with a fair and transparent investigation process, especially during their investigation of the customer related incidents.

When serious complaints are made about a person, a thorough and balanced investigation into the matter is very important. Where there is evidence of breaches of the employee and customer code of conduct, administrators are expected to take appropriate action. Just as importantly, a fair and impartial investigation can provide an opportunity for a person to respond to the allegations made against them.

Local Government		
Complaints received 01 July 2006 to 30 June 2007		
Adelaide Hills Council	29	4.8%
Alexandrina Council	12	2.0%
Berri Barmera Council	6	1.0%
City of Adelaide	36	6.0%
City of Burnside	17	2.8%
City of Charles Sturt	28	4.7%
City of Holdfast Bay	21	3.5%
City of Mitcham	16	2.7%
City of Mount Gambier	2	0.3%
City of Norwood, Payneham & St Peters	7	1.2%
City of Onkaparinga	41	6.9%
City of Playford	24	4.0%
City of Port Adelaide Enfield	28	4.7%
City of Port Lincoln	1	0.2%
City of Prospect	11	1.8%
City of Salisbury	29	4.8%
City of Tea Tree Gully	19	3.2%
City of West Torrens	22	3.7%
Clare and Gilbert Valleys Council	4	0.7%
Corporation of the City of Campbelltown	12	2.0%
Corporation of the City of Marion	22	3.7%
Corporation of the City of Port Augusta	6	1.0%
Corporation of the City of Unley	15	2.5%
Corporation of the City of Whyalla	7	1.2%
Corporation of the Town of Walkerville	8	1.3%
Corporation of the Town of Gawler	7	1.2%
Council of Roxby Downs	1	0.2%
District Council of Barunga West	1	0.2%
District Council of Ceduna	4	0.7%
District Council of Cleve	2	0.3%
District Council of Coober Pedy	3	0.5%
District Council of Coorong	3	0.5%
District Council of Elliston	1	0.2%
District Council of Grant	5	0.8%
District Council of Lower Eyre Peninsula	1	0.2%
District Council of Loxton Waikerie	3	0.5%
District Council of Mallala	7	1.2%
District Council of Mount Barker	8	1.3%
District Council of Mount Remarkable	4	0.7%
District Council of Peterborough	5	0.8%
District Council of Renmark Paringa	2	0.3%
District Council of Robe	15	2.5%
District Council of Streaky Bay	1	0.2%
District Council of Tatiara	1	0.2%
District Council of the Copper Coast	9	1.5%
District Council of Tumby Bay	2	0.3%
District Council of Yankalilla	6	1.0%
District Council of Yorke Peninsula	6	1.0%
Kangaroo Island Council	6	1.0%
Light Regional Council	13	2.2%
Mid Murray Council	9	1.5%
Naracoorte Lucindale Council	9	1.5%
Port Pirie Regional Council	6	1.0%
Regional Council of Goyder	5	0.8%
Rural City of Murray Bridge	4	0.7%
Southern Mallee District Council	2	0.3%
The Barossa Council	2	0.3%
The District Council of Mount Barker	4	0.7%
Victor Harbor City Council	7	1.2%
Wakefield Regional Council	3	0.5%
Wattle Range Council	8	
Total	598	

Local Government								
Complaints received - Issues - 01 July 2006 to 30 June 2007								
Issue	(Other)	Adelaide Hills Council	City of Adelaide	City of Onkaparinga	City of Port Adelaide Enfield	City of Salisbury	Total	Percentage
Administration	13	1	2	2	1	5	24	4.0%
Administration/general management of Councils	73	5	4	4	3	4	93	15.6%
Administrative practices/policies	55	5	2	3	4	1	70	11.7%
Animals	8			1	1	1	11	1.8%
Approvals (permits, licenses, registrations,	15	1	2	2	1		21	3.5%
Citizen Rights	1						1	0.2%
Communication	2			1			3	0.5%
Double up cells	1						1	0.2%
Drains/Sewers	5						5	0.8%
Duty of care	2			1			3	0.5%
Fees/charges/levies	10			2		4	16	2.7%
Financial issues	14	2	1				17	2.8%
Health	8	2		2			12	2.0%
Housing	1						1	0.2%
Land Use	4					1	5	0.8%
Maintenance	8		1	1	1		11	1.8%
None	11		1			1	13	2.2%
Officer misconduct	6						6	1.0%
Ordinances, Regulations, By-laws	30	1	6	1	3	1	42	7.0%
Other	1						1	0.2%
Parking	25	1	10		2	1	39	6.5%
Planning and development	98	8	4	20	10	7	147	24.6%
Rates and charges	22	1	1				24	4.0%
Record keeping	1					1	2	0.3%
Roads	7	1			1		9	1.5%
Services	3			1			4	0.7%
Trees	11	1	2		1	2	17	2.8%
Total	435	29	36	41	28	29	598	
	72.7%	4.8%	6.0%	6.9%	4.7%	4.8%		

Local Government		
Complaints completed 01 July 2006 to 30 June 2007		
Adelaide Hills Council	28	4.7%
Alexandrina Council	10	1.7%
Berri Barmera Council	7	1.2%
City of Adelaide	32	5.4%
City of Burnside	15	2.5%
City of Charles Sturt	27	4.5%
City of Holdfast Bay	17	2.8%
City of Mitcham	18	3.0%
City of Mount Gambier	2	0.3%
City of Norwood, Payneham & St Peters	8	1.3%
City of Onkaparinga	40	6.7%
City of Playford	20	3.3%
City of Port Adelaide Enfield	29	4.8%
City of Port Lincoln	1	0.2%
City of Prospect	12	2.0%
City of Salisbury	30	5.0%
City of Tea Tree Gully	20	3.3%
City of West Torrens	24	4.0%
Clare and Gilbert Valleys Council	3	0.5%
Corporation of the City of Campbelltown	14	2.3%
Corporation of the City of Marion	24	4.0%
Corporation of the City of Port Augusta	7	1.2%
Corporation of the City of Unley	15	2.5%
Corporation of the City of Whyalla	5	0.8%
Corporation of the Town of Walkerville	9	1.5%
Corporation of the Town of Gawler	8	1.3%
Council of Roxby Downs	1	0.2%
District Council of Barunga West	1	0.2%
District Council of Ceduna	6	1.0%
District Council of Cleve	2	0.3%
District Council of Coober Pedy	3	0.5%
District Council of Coorong	4	0.7%
District Council of Elliston	1	0.2%
District Council of Grant	5	0.8%
District Council of Lower Eyre Peninsula	2	0.3%
District Council of Loxton Waikerie	2	0.3%
District Council of Mallala	3	0.5%
District Council of Mount Barker	5	0.8%
District Council of Mount Remarkable	4	0.7%
District Council of Peterborough	4	0.7%
District Council of Renmark Paringa	3	0.5%
District Council of Robe	15	2.5%
District Council of the Copper Coast	10	1.7%
District Council of Tumby Bay	1	0.2%
District Council of Yankalilla	6	1.0%
District Council of Yorke Peninsula	8	1.3%
Kangaroo Island Council	7	1.2%
Light Regional Council	14	2.3%
Mid Murray Council	14	2.3%
Naracoorte Lucindale Council	9	1.5%
Port Pirie Regional Council	7	1.2%
Regional Council of Goyder	4	0.7%
Rural City of Murray Bridge	5	0.8%
Southern Mallee District Council	2	0.3%
The Barossa Council	2	0.3%
The District Council of Mount Barker	6	1.0%
The Flinders Ranges Council	1	0.2%
Victor Harbor City Council	7	1.2%
Wakefield Regional Council	3	0.5%
Wattle Range Council	6	1.0%
Total	598	

Local Government								
Complaints completed - Outcomes - 01 July 2006 to 30 June 2007								
	(Other)	Adelaide Hills Council	City of Adelaide	City of Onkaparinga	City of Port Adelaide Enfield	City of Salisbury	Total	Percentage
Outcome								
Advice Given	184	19	16	19	15	16	269	45.0%
Conciliated	1						1	0.2%
Declined	14	1	2				17	2.8%
Full Investigation	17	1	1			1	20	3.3%
Outside of Jurisdiction					1	1	2	0.3%
Preliminary Investigation	213	7	12	21	13	12	278	46.5%
Withdrawn	10		1				11	1.8%
Total	439	28	32	40	29	30	598	
	73.4%	4.7%	5.4%	6.7%	4.8%	5.0%		

Other authorities

Case Study

A former overseas student of Adelaide University's Hong Kong affiliate complained that the University refused to refund his course fees. The student contended he was not adequately informed of course commencement dates and believed he had the right to withdraw from the course at any time prior to commencement without financial penalty. He had taken his complaint through the University's internal student appeals process and had gained a partial refund of course fees but believed he should be entitled to a full refund.

This matter raised the issue of overseas students and what responsibility educational institutions have to overseas students who do not have the benefit of physically attending the institution in which they are enrolled. The complainant was of the opinion that the University had a responsibility to follow up on individual students if they failed to attend lectures or tutorials to ascertain why they did not attend. The student believed that if this practice was implemented it would have become apparent that he was unaware of his course commencement date.

The university was of the opinion that the course hand book, available in hard copy and on the internet together with the receipt information provided by the University's affiliate in Hong Kong, was sufficient disclosure to enrolled students of course commencement dates. The student argued that this was not sufficient disclosure to a foreign student who may not have previously undertaken university study. The student further argued that the student appeals policy was flawed because he was not able to personally argue his case for a full refund.

In response to our enquiries, the University advised that it had adhered strictly with its own 'Refund Policy for International Students'. The student had not made it known to the university or its Hong Kong affiliate that he had missed his course commencement date until twelve months after he became aware of the fact. The student appealed the decision and his appeal was refused. However as a sign of good faith, the University agreed to refund half the course fees (one subject). The student was dissatisfied with this and referred the matter to our office.

Our office reviewed the entire matter including the university student appeals process and found the complainant had been treated fairly and in accordance with sound internal grievance processes. To ensure a fair process, the University provided the overseas student with the assistance of a Student Education & Welfare Officer to advocate on his behalf during the appeal process. The University actively pursued its Hong Kong affiliate to check its processes with respect to student enrolment and course information and was also satisfied that overseas students were routinely and adequately advised of their enrolment responsibilities.

Case Study

We received a complaint from a member of Parliament on behalf of a complainant who was the son of an Aboriginal Housing Authority (AHA) tenant. Although he resided with his father at the house for many years, he was not registered with AHA as a household occupant. When the father terminated his lease, the AHA advised the son that he was not eligible for a same address transfer and he was given one week to vacate the property.

The complaint related to AHA's decision not to allow a same address transfer and the complainant's unfair eviction from the property; the subsequent removal of his possessions by AHA staff; and the removal and storage of the complainant's prized "performance" motor vehicle. The complainant's vehicle was damaged while being towed away and vandalised and stripped of parts while stored in an AHA storage compound. The damaged vehicle was later valued at a mere \$50. The complainant made a claim for compensation from AHA for the loss of his personal and household effects and the extensive damage to the confiscated motor vehicle.

We contacted AHA and asked for a report about the actions taken by AHA in relation to the eviction and the management of the man's unclaimed goods. The AHA advised that although they asked the complainant several times to remove his possessions from the property, he failed to do so.

When the property was inspected, the housing inspector deemed all of the remaining items to be of little or no value and it was difficult to differentiate between personal effects and rubbish. The items listed as missing by the complainant did not match the list of personal effects recorded by the inspector during the property inspection. Furthermore, the AHA were not immediately advised that the complainant had suffered any detriment or loss of property due to the disposal of items by the AHA.

The AHA recalled that the complainant was given an extra week to remove his belongings but even then, he failed to do so. Later, the locks at the house were changed and when AHA staff went to the property to carry out vacancy procedures it was noted that many items remained on the property and after several weeks, there had still been no contact with the complainant. Arrangements were then made for the "performance" vehicle to be towed away and stored at an AHA storage compound for safe keeping.

AHA staff had determined that the property had been abandoned and it was their view that they were acting in the complainant's best interests by removing the vehicle from the property to a secure compound. A number of rusted and wrecked vehicles remained on the property and at the time, AHA staff estimated the value of the remaining household and personal goods to be less than \$200. Damage to the AHA property was estimated at \$12,000.

Following the removal of the "performance" vehicle from the property, the complainant contacted AHA and was informed that he would need to remove the vehicle from the AHA storage compound. Although AHA staff continued to attempt to contact the complainant to arrange collection of the vehicle, a number of weeks passed before the complainant eventually contacted the AHA. In the meantime vandals had entered the compound and the vehicle was stripped of parts and vandalised.

We conducted a full investigation into the matters raised by the MP on behalf of the complainant. Our investigation was somewhat protracted, as the agency sought legal advice on the matter of compensation. In our opinion, the AHA's decision not to allow a same address transfer for the complainant, who had not been registered as a household occupant (even though he claimed he had resided at the address for 16 or more years), was not unreasonable.

The complainant's personal and household effects were removed from the property by the AHA after staff made a number of unsuccessful attempts to contact the complainant. Although he had agreed to remove his belongings from the property by a certain date, some considerable time passed with no contact from him and the AHA eventually took their own action to remove the remaining items to allow repair and maintenance of the property to begin. We could find no fault in the AHA decision to remove the complainant's most valuable possession, his "performance" vehicle, to a secure compound until it could be collected by the complainant.

Soon after we notified the MP of the outcome of our investigation, he requested that the file be kept open to allow further discussion between the complainant and AHA about the value of the damaged vehicle. A meeting was arranged and a reasonable resolution was negotiated. It was acknowledged at the meeting that although the complainant had been given numerous chances to arrange for the collection of his vehicle, either before it was towed or after it was taken to the compound, he took no action to mitigate his loss.

The agency's view that the compound was secured was supported by Crown legal advice. However, the Ombudsman recommended that the agency should consider other storage options if faced with a similar situation in the future. The meeting resolved that the AHA would offer an agreed amount of money to compensate the complainant for the damage to his vehicle during the time it was located at the storage compound.

In view of the issues raised in relation to unclaimed vehicles the AHA's "Abandoned Goods Policy" was updated to include:

"Where a vehicle is to be treated as unclaimed goods, the Housing Officer must:

- (a) take a photograph of a vehicle and*
- b) assess the value of the vehicle.*

At the meeting, the agency provided an explanation as to why the complainant was not eligible to reside in the house after his father terminated his lease. The AHA later assessed the complainant's housing needs and he was eventually allocated appropriate housing.

Other Authorities		
Complaints received 01 July 2006 to 30 June 2007		
Aboriginal Housing Authority	5	1.5%
Adelaide Cemeteries Authority	2	0.6%
Adelaide Festival Centre Trust	1	0.3%
Adelaide Festival Corporation	1	0.3%
Central Northern Adelaide Health Service	10	2.9%
Children, Youth & Women's Health Service	1	0.3%
Commissioner for Equal Opportunity	2	0.6%
Coroner	7	2.1%
Country Fire Service	4	1.2%
Courts Administration Authority	26	7.7%
Development Assessment Commission	4	1.2%
Development Assessment Panel - Unley	1	0.3%
Dog & Cat Management Board	1	0.3%
Flinders University Council	3	0.9%
Guardianship Board	4	1.2%
Health & Com Services Complaints Commissioner	23	6.8%
History Trust of S.A	1	0.3%
Home Start	1	0.3%
Institute of Medical & Veterinary Science	1	0.3%
Legal Practitioners Conduct Board	7	2.1%
Legal Services Commission	10	2.9%
Liquor & Gambling Commissioner	1	0.3%
Lotteries Commission	5	1.5%
Medical Board of SA	2	0.6%
Metropolitan Domiciliary Care	1	0.3%
Minister for Workplace Services	2	0.6%
Motor Accident Commission	11	3.2%
Mount Gambier Hospital	1	0.3%
Native Vegetation Council	1	0.3%
Nurses Board of SA	5	1.5%
Passenger Transport Board	1	0.3%
Police Complaints Authority	4	1.2%
Public Advocate	4	1.2%
Public Trustee	74	21.8%
Repatriation General Hospital	1	0.3%
RSPCA Inspector	3	0.9%
SA Ambulance Service	11	3.2%
SA Community Housing Authority	3	0.9%
SA Government Financing Authority	1	0.3%
SA Metropolitan Fire Service	1	0.3%
SA Superannuation Board	8	2.4%
SA Tourism Commission	3	0.9%
Senior Secondary Assessment Board	1	0.3%
State Emergency Service	2	0.6%
Teachers Registration Board	1	0.3%
Technical Regulator	1	0.3%
Trans Adelaide	4	1.2%
University of Adelaide Council	6	1.8%
University of South Australia Council	18	5.3%
WorkCover Corporation	48	14.2%
Total	339	

Other Authorities								
Complaints received - Issues - 01 July 2006 to 30 June 2007								
Issue	Other)	Courts Administration Authority	Health & Com Services Commissioner	Public Trustee	University of South Australia Council	WorkCover Corporation	Total	Percentage
Administration	42	8	13	12	4	5	84	24.8%
Administrative practices/policies	49	10	7	25	5	10	106	31.3%
Approvals (permits, licenses, registrations)				1			1	0.3%
Citizen Rights	2					2	4	1.2%
Communication	3	1		2		3	9	2.7%
Conduct	1				1		2	0.6%
Curriculum issues					1		1	0.3%
Daily routine	2						2	0.6%
Discipline	1				2		3	0.9%
Duty of care	1			1			2	0.6%
Fees/charges/levies	7	1				2	10	2.9%
Financial assistance				3	1	1	5	1.5%
Financial issues	11	4		25	2	1	43	12.7%
Housing	6			1			7	2.1%
None	7	1	1	3		2	14	4.1%
Officer misconduct	2				1		3	0.9%
Other		1	1				2	0.6%
Parking	1						1	0.3%
Patient Rights	1						1	0.3%
Planning and development	5						5	1.5%
Policy development and implementation					1		1	0.3%
Rates and charges	1						1	0.3%
Record keeping			1				1	0.3%
Services	2			1			3	0.9%
Superannuation/Retirement Benefits	4						4	1.2%
Transport	1						1	0.3%
Workers Compensation	1					22	23	6.8%
Total	150	26	23	74	18	48	339	
	44.2%	7.7%	6.8%	21.8%	5.3%	14.2%		

Other Authorities		
Complaints completed for the period 01 July 2006 to 30 June 2007		
Aboriginal Housing Authority	8	2.3%
Adelaide & Mount Lofty Ranges NRM Board	1	0.3%
Adelaide Cemeteries Authority	2	0.6%
Adelaide Festival Centre Trust	1	0.3%
Adelaide Festival Corporation	1	0.3%
Central Northern Adelaide Health Service	10	2.9%
Children, Youth & Women's Health Service	1	0.3%
Chiropractors Board	1	0.3%
Coroner	7	2.0%
Country Fire Service	7	2.0%
Courts Administration Authority	28	8.1%
Development Assessment Commission	5	1.4%
Development Assessment Panel - Unley	1	0.3%
Dog & Cat Management Board	1	0.3%
Flinders University Council	5	1.4%
Guardianship Board	3	1.2%
Health & Community Services Complaints Commissioner	20	5.8%
History Trust of S.A	1	0.3%
Home Start	1	0.3%
Legal Practitioners Conduct Board	6	1.7%
Legal Services Commission	11	3.2%
Lotteries Commission	5	1.4%
Medical Board of SA	3	0.9%
Metropolitan Domicillary Care	1	0.3%
Motor Accident Commission	11	3.2%
Mount Gambier Hospital	1	0.3%
Native Vegetation Authority	1	0.3%
Nurses Board of SA	3	0.9%
Passenger Transport Board	1	0.3%
Police Complaints Authority	2	2.0%
Public Advocate	5	1.4%
Public Trustee	72	20.8%
Repatriation General Hospital	1	0.3%
RSPCA Inspector	3	0.9%
SA Ambulance Service	10	2.9%
SA Community Housing Authority	4	1.2%
SA Government Financing Authority	1	0.3%
SA Metropolitan Fire Service	1	0.3%
SA Superannuation Board	8	2.3%
SA Tourism Commission	3	0.9%
Senior Secondary Assessment Board	1	0.3%
State Emergency Service	1	0.3%
Teachers Registration Board	1	0.3%
Technical Regulator	1	0.3%
Trans Adelaide	5	1.4%
University of Adelaide Council	4	1.2%
University of South Australia Council	18	5.5%
WorkCover Corporation	47	13.6%
Total	335	

Other Authorities								
Complaints completed - Outcomes - 01 July 2006 to 30 June 2007								
	(Other)	Courts Administration Authority	Health & Com Services Complaints Commissioner	Public Trustee	University of South Australia Council	WorkCover Corporation	Total	Percentage
Outcome								
Advice Given	60	8	8	28	10	35	146	45.4%
Declined	5	1	1	1	3	2	14	4.0%
Full Investigation	5		1		3		9	2.6%
Outside of Jurisdiction	5	1				1	8	2.3%
Preliminary Investigation	70	18	10	40	3	8	149	43.1%
Withdrawn	4			3		1	9	2.6%
Total	149	28	20	72	19	47	335	
	46.2%	8.1%	5.8%	20.8%	5.5%	13.6%		

Appendix - Part one

1 Financial Statement

Office Expenditure	2005/06	2006/07
Advertising	1 347	
Annual Report	2 595	2 483
Equipment maintenance	2 408	5 528
Equipment purchases	2 991	12 219
*Motor vehicles	20 970	20 716
Postage	3 896	1 171
Printing and stationery	7 441	3 991
Staff development	3 835	18 559
Publications and subscriptions	8 671	2 073
Sundries	19 417	10 331
Telephone charges	30 905	22 495
Travel/taxi charges	21 476	6 632
Computer expenses	30 562	39 848
Fringe Benefits Tax	19 719	8 341
Minor capital works	23 646	566
Recruitment costs		7 471
Sub-total	199 879	162 424
*Accommodation and energy	108 402	108 021
Consultant/Contract staff	550	1 649
Sub-total	108 952	109 670
*Salaries	1 373 638	1 292 869
Sub-total	1 373 638	1 292 869
Income	(11 253)	(7 682)
Sub-total	(11 253)	(7 682)
<p>Figures include expenses incurred by the Ombudsman position (funded by Special Acts)</p>		
Total expenditure	1 671 216	1 557 281

2 Description of outcomes

General Jurisdiction

▶ Advice given

Information or advice was provided to the public without contacting the agency complained against.

▶ Declined/Terminated/Withdrawn

Matter was either withdrawn by the complainant, was declined on jurisdictional grounds, or was terminated at an early stage (eg because some action made further investigation unnecessary).

▶ Preliminary Investigation

A *Preliminary Investigation* pursuant to section 18(1) of the Ombudsman Act is conducted to obtain preliminary information to determine whether the matter should proceed to a full investigation. Often such an investigation can involve a considerable amount of effort on the part of the investigator, without reaching the point where formal advice of a full investigation is necessary. Many complaints are resolved during this phase.

▶ Full Investigation

A *Full Investigation* is commenced where sufficient background material has been gathered to indicate a basis for complaint. Section 18(1a) requires that the Principal Officer of the agency be advised of such an investigation. Such advice is usually (although not necessarily) provided in writing.

▶ Sustained

A matter is classed as *Sustained* if an opinion has been formed pursuant to section 25(1) of the Ombudsman Act.

▶ Not Sustained

A matter is classed as *Not Sustained* if the complaint has been investigated and sufficient information has been discovered to conclude that there is no basis to form an opinion pursuant to section 25(1).

▶ Not Sustained - Explanation Given

A matter is classed as *Not Sustained - Explanation Given* if the complaint has been investigated and sufficient information has been discovered to conclude that there is no basis to form an opinion pursuant to section 25(1), but as a consequence of the information obtained the complainant is able to receive an explanation of the reasons for the agency's actions, and that explanation is in advance of the explanation or information which the complainant previously had from the agency

▶ Partly Resolved in Favour of Complainant

A matter is *Partly Resolved in Favour of Complainant* if there is some benefit to the complainant or some action by the agency such that the substance of the complaint is partly addressed and resolved. This description would often apply where there would not have been sufficient information to sustain the complaint, but notwithstanding this the agency acts to partly remove the difficulty which was the basis of the complaint.

▶ Reasonable Resolution

A matter is classed as having a *Reasonable Resolution* if, before an opinion is formed pursuant to section 25(1) of the Ombudsman Act, some action is taken by the agency to remedy (in the opinion of the Ombudsman) the cause of the complaint, or provision is made whereby the complaint can be properly addressed by the agency.

Freedom of Information

Apart from the Ombudsman's function to review agencies' determinations as an external review body under the *Freedom of Information Act 1991* the Ombudsman provides advice and conducts investigations into freedom of information related administrative actions of agencies under the Ombudsman's jurisdiction pursuant to the *Ombudsman Act 1972*.

▶ FOI Advice given

Formal or informal freedom of information advice was provided to the public and/or agency.

▶ FOI Review - Revised determination directed

At the conclusion of external review, the Ombudsman was satisfied that a different determination should be made by the agency in the circumstances of the case and directed the agency to make a revised determination in specified terms; or substituted his own determination (when dealing with determinations made after the commencement of the amendments to the Act on 1 January 2005).

▶ FOI Review - Agency revised determination

During external review and after receiving comment from the Ombudsman, the agency recognised that a revised determination was appropriate in part or in whole. There was no need for a formal direction by the Ombudsman to revise the determination/substituted determination.

▶ FOI Review - Determination confirmed

At the conclusion of external review, the Ombudsman was satisfied that a different determination did not need to be made.

▶ FOI Review - Withdrawn

During or at the conclusion of external review, the applicant decided to withdraw the application. The applicant may have decided to pursue other avenues of redress or document access; or with the assistance of the Ombudsman, the applicant's grievance with the agency may have been resolved in part or in whole; or with the passage of time, the applicant no longer wished to pursue document access.

▶ FOI Investigation - Reasonable resolution

A formal or informal investigation was conducted into the FOI complaint and a reasonable resolution was achieved. This could involve delays in processing, locating missing documents, dealing with destruction of documents, etc.

▶ FOI Investigation - Not sustained

The investigation of the FOI complaint revealed no administrative error on the part of the agency.

▶ Outside jurisdiction

It was concluded that either the body the subject of complaint was not "an agency" for the purposes of the *Freedom of Information Act 1991*, or the application for review to the Ombudsman was premature and the Ombudsman therefore lacked the jurisdiction to conduct the review.

3 Staff development

Presentations

Legal officer			
15 May 2007	Freedom of Information for Councils	Local Government Association	Tonia Nielsen <i>(with Felice D'Agostino of Norman Waterhouse)</i>
Investigating officers			
7 Sep 2006	Role of Ombudsman	Trainee Custodial Officers Department of Correctional Services	John Aquilina
30 Nov 2006			
29 Mar 2007			
14 Jun 2007			

Conferences, seminars, workshops attended

Legal officers			
16 Aug 2006	Trusts Accounting Refresher Course	Law Society	Tonia Nielsen
2 Nov 2006	Risk Assessment	Law Society	Tonia Nielsen
16 Feb 2007	Intellectual Property Update	Law Society	Tonia Nielsen
1 Mar 2007	Promoting Compliance with the Privacy Act 1988 (Cth)	AIAL <i>Prof L McCrimmon</i>	Tonia Nielsen
5 Mar 2007	Introduction to legal practitioners trust accounting	Law Society	Chad Reich
14 Mar 2007	Avoiding and responding to complaints	Law Society	Chad Reich
16 Mar 2007	Administrative Law Update	Law Society <i>Various speakers</i>	Tonia Nielsen Chad Reich
2 Mar 2007 23 Mar 2007	Training for New Supervisors	Attorney-General's Department <i>Human Interest Partners</i>	Tonia Nielsen
21 Mar 2007	High Court Decisions of 2006	Law Society <i>Cassandra Francas</i>	Tonia Nielsen Chad Reich
30 Mar 2007	Unreasonable Complainant Conduct	NSW Wales Ombudsman Office staff	Tonia Nielsen
2 Apr 2007	Understanding and Managing Unreasonable Complainants (for supervisors, managers)	<i>Dr Grant Lester</i>	Tonia Nielsen
2 Apr 2007	Understanding and Managing Unreasonable Complainants (for customer service staff)	<i>Dr Grant Lester</i>	Natalie Cullen
4 Apr 2007	Mining Law - Legal Processes Involving the Balancing of Landholders Rights Against the Right of Access of Miners to Private Land	Law Society <i>Pat Amey</i>	Tonia Nielsen
11 Apr 2007	Piercing the Trust Veil: Potential Liability of Trust Insiders and Exposure of Trust Assets to Claims by Outsiders	Law Society <i>Malcolm Blue QC</i>	Tonia Nielsen
12 Apr 2007	Freedom of Information after McKinnon's Case: Is There Anything left?	AIAL <i>Chris Finn</i>	Tonia Nielsen
13 Apr 2007	Work Choices conference	Law Society	Chad Reich
2 May 2007	Workplace Bullying & Absenteeism Issues	Law Society <i>David Ey, Elizabeth Priest and Elizabeth Perry</i>	Tonia Nielsen

Investigating and assessment officers			
4 Jul 2006	Past, Present, Future - An introduction to Aboriginal cultural awareness	Migration Museum and Relationships Australia	Bronwyn Grant
6 Jul 2006	Writing Cabinet Submissions	IPAA	Tina Feleppa
15-18 Aug 2006	OHS&W Representative Training	Business SA	Bronwyn Grant
6-9 Sep 2006	Mediation Workshop	LEADR	Bronwyn Grant Joy Harrington Tina Feleppa
12, 19, 26 Sep 2006	Advanced policies for practitioners	IPAA	Barbara Ley
12, 26 Sep 2006	Taking minutes	VIV it Up	Stephen Gadaleta
18 Oct 2006	Justice Portfolio annual OHS&W Conference	Justice Portfolio	Bronwyn Grant Pauline Hamilton
18 Oct 2006	Managing Difficult Employees	The Enterprise Development Network Pty Ltd	John Aquilina
19, 26 Sep 2006 2, 9, 16 Nov 2006	Brushing up on grammar	David Vale University of SA	Stephen Gadaleta
26 Oct 7, 14, Nov 7 Dec 2006	Project Management	TAFE SA Lee Smith	John Aquilina
1 Nov 2006	Performance management	Allison Taylor and John Hirsch	John Aquilina
2-3 Nov 2006	NSW 6th National Investigations Symposium	NSW Ombudsman/IPAA/ICAC	Bob Fuss Bronwyn Grant Debbie Marantos
6 Dec 2006	Leading a team	The Enterprise Development Network Pty Ltd	John Aquilina
6 Feb 2007	Past, Present, Future - An introduction to Aboriginal cultural awareness	Migration Museum and Relationships Australia	John Aquilina Joy Harrington Debbie Marantos
28 Feb 7, 14, 21 Mar 2007	Essential business writing	Wendy Tims Consulting	Barbara Ley Katina Theodoulou
6 Mar 2007	Past, Present, Future - An introduction to Aboriginal cultural awareness	Migration Museum and Relationships Australia	Chad Reich Katina Theodoulou Natalie Cullen Stephen Gadaleta
2 Apr 2007	Vexatious and unusually persistent customers (for customer service staff)	Dr Grant Lester	Bronwyn Grant Tamara Kafka Debbie Marantos Ann Ninham Barbara Ley
17 Apr 2007	Past, Present, Future - An introduction to Aboriginal cultural awareness	Migration Museum and Relationships Australia	Pauline Hamilton Tamara Kafka

Appendix - Part two

Statistics

Audit Files		
Audits finalised 1 July 2006 to 30 June 2007		
Agency	Audit Completed	Total
Alexandrina Council	5	5
City of Burnside	5	5
City of Holdfast Bay	5	5
City of Mitcham	5	5
City of Mount Gambier	5	5
City of Onkaparinga	5	5
City of Playford	5	5
City of Port Lincoln	5	5
City of Salisbury	5	5
City of Tea Tree Gully	5	5
Corporation of the City of Campbelltown	5	5
District Council of Ceduna	5	5
District Council of Grant	5	5
District Council of Lower Eyre Peninsula	5	5
District Council of Robe	4	4
District Council of Yankalilla	5	5
Environment Protection Authority	1	1
Kangaroo Island Council	5	5
Mid Murray Council	5	5
Rural City of Murray Bridge	5	5
The District Council of Mount Barker	5	5
Victor Harbor City Council	5	5
Total	105	105

Audit Files
Audits finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
Alexandrina Council		
068022	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068023	Council making lawful delegations under the Local Government Act.	Audit Completed
068024	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068025	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068026	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Burnside		
068027	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068028	Council making lawful delegations under the Local Government Act.	Audit Completed
068029	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068030	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068031	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
City of Holdfast Bay		
068047	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068048	Council making lawful delegations under the Local Government Act.	Audit Completed
068049	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068050	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068051	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Mitcham		
068067	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068068	Council making lawful delegations under the Local Government Act.	Audit Completed
068069	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068070	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068071	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Mount Gambier		
068077	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068078	Council making lawful delegations under the Local Government Act.	Audit Completed
068079	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068080	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068081	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Onkaparinga		
068087	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068088	Council making lawful delegations under the Local Government Act.	Audit Completed
068089	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068090	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068091	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Playford		
068092	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068093	Council making lawful delegations under the Local Government Act.	Audit Completed
068094	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068095	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068096	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Port Lincoln		
068097	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068098	Council making lawful delegations under the Local Government Act.	Audit Completed
068099	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068100	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068101	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed

Audit Files
Audits finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
City of Salisbury		
068120	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068121	Council making lawful delegations under the Local Government Act.	Audit Completed
068122	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068123	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068124	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
City of Tea Tree Gully		
068125	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068126	Council making lawful delegations under the Local Government Act.	Audit Completed
068127	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068128	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068129	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
Corporation of the City of Campbelltown		
068032	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068033	Council making lawful delegations under the Local Government Act.	Audit Completed
068034	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068035	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068036	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
District Council of Ceduna		
068037	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068038	Council making lawful delegations under the Local Government Act.	Audit Completed
068039	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068040	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068041	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
District Council of Grant		
068042	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068043	Council making lawful delegations under the Local Government Act.	Audit Completed
068044	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068045	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068046	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
District Council of Lower Eyre Peninsula		
068057	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068058	Council making lawful delegations under the Local Government Act.	Audit Completed
068059	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068060	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068061	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
District Council of Robe		
068102	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068104	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068105	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068106	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
District Council of Yankalilla		
068135	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068136	Council making lawful delegations under the Local Government Act.	Audit Completed
068137	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068138	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068139	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed

Audit Files

Audits finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
Environment Protection Authority		
070341	Unreasonable fees	Audit Completed
Kangaroo Island Council		
068052	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068053	Council making lawful delegations under the Local Government Act.	Audit Completed
068054	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068055	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068056	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
Mid Murray Council		
068062	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068063	Council making lawful delegations under the Local Government Act.	Audit Completed
068064	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068065	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068066	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
Rural City of Murray Bridge		
068082	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068083	Council making lawful delegations under the Local Government Act.	Audit Completed
068084	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068085	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068086	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
The District Council of Mount Barker		
068072	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068073	Council making lawful delegations under the Local Government Act.	Audit Completed
068074	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068075	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068076	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed
Victor Harbor City Council		
068130	Compliance with the requirements of section 50 (10) of the Development Act.	Audit Completed
068131	Council making lawful delegations under the Local Government Act.	Audit Completed
068132	Ensuring compliance with the provisions of section 61 of the Local Government Act and regulation 19 of the Local Government Act and regulation 19 of the Local Government (Procedures at Meetings) Regulations 2000	Audit Completed
068133	Ensure proper regard has been had to the concerns/issues raised in the native vegetation recommendations in the case of development applications.	Audit Completed
068134	Determination of the advertising fee for proposed category 3 development for the purposes of section 38 of the Development Act.	Audit Completed

Freedom of Information
Matters finalised 1 July 2006 to 30 June 2007

Agency	Application Dismissed	Determination Confirmed	Determination Revised by Agency	Determination Substituted (Varied and/or Reversed)	FOI Advice Given	FOI Advice Given	Matter Settled during Review	No jurisdiction to proceed	Not Sustained	Outside of Jurisdiction	Part Confirmed/Revised by Agency	Part Substituted/Confirmed	Part Substituted/Confirmed/Revised by Agency	Reasonable resolution	Withdrawn	Total
Adelaide Cemeteries Authority					1											1
Adelaide Hills Council					1											1
Alexandrina Council					2											2
Attorney-General's Department		1			3											4
Board of Examiners (Law Society)														1		1
Central Northern Adelaide Health Service		1			20									1	1	23
Children, Youth & Women's Health Service					1										1	2
City of Burnside		1			3											4
City of Charles Sturt		1			1										4	6
City of Holdfast Bay					1											1
City of Mitcham					1											1
City of Norwood, Payneham & St Peters					1										1	2
City of Onkaparinga				2	3									1		6
City of Playford					1											1
City of Port Adelaide Enfield					3											3
City of Prospect					1											1
City of Tea Tree Gully		1														1
City of West Torrens					1											1
Clare and Gilbert Valleys Council					2											2
Commissioner for Equal Opportunity					1											1
Coroner					2											2
Corporation of the City of Marion	2				2										1	5
Corporation of the City of Unley					2											2
Corporation of the Town of Walkerville					4		2									6
Corporation of the Town of Gawler					1											1
Courts Administration Authority					3									1		4
Dental Board of South Australia					1											1
Department for Correctional Services					2											2
Department for Environment and Heritage				1	6				2						1	10
Department for Families and Communities					17											17
Department of Admin and Information					5								1			6
Department of Education & Children's	1	2		1	14	1						1			1	21
Department of Health					8		1									9
Department of Primary Industries &					3		1				1					5
Department of the Premier and Cabinet	3		1		4											8
Department of Transport & Urban Planning												1				1
Department of Transport, Energy and					5											5
Department of Treasury and Finance	1				1										1	3
District Council of Mallala				1	1											2
District Council of Ororoo/Carrieton			1		1											2
District Council of Robe					1											1
Environment Protection Authority					3									1		4
Flinders University Council					1											1
Health & Community Services Commissioner					3	1										4
Land Management Corporation					1											1
Light Regional Council					1											1
Lower North Health					1											1
Medical Board of SA	1															1
Mid Murray Council								1								1
Minister for Environment and Conservation					1											1
Minister of Health					1										1	2
Mount Gambier Hospital					3											3
Nurses Board of SA			1													1
Outside Jurisdiction					6					1						6
Police Complaints Authority					1											1
Police Department		2			6		1	3								12
Public Trustee					1											1
Repatriation General Hospital					1											1
Riverland Community Health Services					1											1
RSPCA Inspector					1											1
SA Forestry Corporation				1												1
SA Housing Trust					2											2
SA Metropolitan Fire Service					1							1				2
South Australian Motor Sport Board					1										1	2
Southern Adelaide Health Service					3				1							4
State Electoral Office					1											1
The Treasurer	1				1										1	3
Wattle Range Council					1											1
WorkCover Corporation	1	1		1	3											6
Total	10	10	3	7	175	2	5	4	3	1	1	3	1	4	15	243

Freedom of Information
Matters finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
Adelaide Cemeteries Authority		
072492	Request for FOI advice	FOI Advice Given
Adelaide Hills Council		
072951	Request for FOI advice	FOI Advice Given
Alexandrina Council		
072737	Request for FOI advice	FOI Advice Given
073037	Request for FOI advice	FOI Advice Given
Attorney-General's Department		
069834	Application for external review	FOI Review - Determination confirmed
071342	Request for FOI advice	FOI Advice Given
071462	Request for FOI advice	FOI Advice Given
072245	Request for FOI advice	FOI Advice Given
Board of Examiners (Law Society)		
071464	Request for FOI advice	FOI Investigation - Reasonable resolution
Central Northern Adelaide Health Service		
069666	Application for external review	FOI Review - Determination Confirmed
069957	Application for external review	FOI Review - Withdrawn
070352	Request for FOI advice	FOI Advice Given
070398	FOI complaint	FOI Investigation - Reasonable resolution
070432	Request for FOI advice	FOI Advice Given
070530	Request for FOI advice	FOI Advice Given
070614	Request for FOI advice	FOI Advice Given
070632	Request for FOI advice	FOI Advice Given
070900	Request for FOI advice	FOI Advice Given
071202	Request for FOI advice	FOI Advice Given
071264	Request for FOI advice	FOI Advice Given
071324	Request for FOI advice	FOI Advice Given
071334	FOI complaint	FOI Advice Given
071401	Request for FOI advice	FOI Advice Given
071461	Request for FOI advice	FOI Advice Given
071687	Request for FOI advice	FOI Advice Given
071709	Request for FOI advice	FOI Advice Given
072359	Request for FOI advice	FOI Advice Given
072488	Request for FOI advice	FOI Advice Given
072490	Request for FOI advice	FOI Advice Given
072491	Request for FOI advice	FOI Advice Given
072913	FOI complaint	FOI Advice Given
072993	Request for FOI advice	FOI Advice Given
Children, Youth & Women's Health Service		
070744	Request for FOI advice	FOI Advice Given
070799	Application for external review	FOI Review - Withdrawn
City of Burnside		
072506	Request for FOI advice	FOI Advice Given
072516	Application for external review	FOI Review - Determination confirmed
072517	Request for FOI advice	FOI Advice Given
072989	Request for FOI advice	FOI Advice Given
City of Charles Sturt		
069577	Application for external review	FOI Review - Determination Confirmed
070132	Application for external review	FOI Review - Withdrawn
070133	Application for external review	FOI Review - Withdrawn
070134	Application for external review	FOI Review - Withdrawn
070220	Application for external review	FOI Review - Withdrawn
070646	Request for FOI advice	FOI Advice Given
City of Holdfast Bay		
072089	Request for FOI advice	FOI Advice Given
City of Mitcham		
071689	Request for FOI advice	FOI Advice Given
City of Norwood, Payneham & St Peters		
070245	Application for external review	FOI Review - Withdrawn
070348	Request for FOI advice	FOI Advice Given
City of Onkaparinga		
067935	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
069625	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
071154	FOI complaint	FOI Investigation - Reasonable resolution
071929	Request for FOI advice	FOI Advice Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072912	Request for FOI advice	FOI Advice Given
072927	Request for FOI advice	FOI Advice Given
City of Playford		
073034	Request for FOI advice	FOI Advice Given
City of Port Adelaide Enfield		
070918	Request for FOI advice	FOI Advice Given
070925	Request for FOI advice	FOI Advice Given
070982	Request for FOI advice	FOI Advice Given
City of Prospect		
072805	Request for FOI advice	FOI Advice Given
City of Tea Tree Gully		
069491	Application for external review	FOI Review - Determination Confirmed
City of West Torrens		
071572	Request for FOI advice	FOI Advice Given
Clare and Gilbert Valleys Council		
072105	Request for FOI advice	FOI Advice Given
072358	Request for FOI advice	FOI Advice Given
Commissioner for Equal Opportunity		
071995	Request for FOI advice	FOI Advice Given
Coroner		
070347	Request for FOI advice	FOI Advice Given
070946	Request for FOI advice	FOI Advice Given
Corporation of the City of Marion		
069958	Application for external review	FOI Review - Application Dismissed
070560	Application for external review	FOI Review - Withdrawn
070828	Request for FOI advice	FOI Advice Given
070829	Application for external review	FOI Review - Application Dismissed
070985	Request for FOI advice	FOI Advice Given
Corporation of the City of Unley		
070606	Request for FOI advice	FOI Advice Given
072898	Request for FOI advice	FOI Advice Given
Corporation of the Town of Walkerville		
069406	Application for external review	FOI Review - Matter Settled during Review
070062	Application for external review	FOI Review - Matter Settled during Review
071996	Request for FOI advice	FOI Advice Given
072162	FOI complaint	FOI Advice Given
072163	FOI complaint	FOI Advice Given
072739	Request for FOI advice	FOI Advice Given
Corporation of the Town of Gawler		
071116	Request for FOI advice	FOI Advice Given
Courts Administration Authority		
070343	Request for FOI advice	FOI Advice Given
070366	Request for FOI advice	FOI Advice Given
072355	Request for FOI advice	FOI Investigation - Reasonable resolution
072950	Request for FOI advice	FOI Advice Given
Dental Board of South Australia		
070986	Request for FOI advice	FOI Advice Given
Department for Correctional Services		
070682	Request for FOI advice	FOI Advice Given
072911	Request for FOI advice	FOI Advice Given
Department for Environment and Heritage		
069693	Application for external review	FOI Review - Withdrawn
070119	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
070270	Request for FOI advice	FOI Advice Given
070357	FOI complaint	FOI Investigation - Not Sustained
070384	Request for FOI advice	FOI Advice Given
070813	Request for FOI advice	FOI Advice Given
070983	Request for FOI advice	FOI Advice Given
071344	Request for FOI advice	FOI Advice Given
071753	FOI complaint	FOI Investigation - Not Sustained
072377	Request for FOI advice	FOI Advice Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
Department for Families and Communities		
070346	Request for FOI advice	FOI Advice Given
070350	Request for FOI advice	FOI Advice Given
070551	Request for FOI advice	FOI Advice Given
070888	Request for FOI advice	FOI Advice Given
071191	FOI complaint	FOI Advice Given
071239	Request for FOI advice	FOI Advice Given
071242	Request for FOI advice	FOI Advice Given
071640	Request for FOI advice	FOI Advice Given
071941	Request for FOI advice	FOI Advice Given
072010	Request for FOI advice	FOI Advice Given
072087	Request for FOI advice	FOI Advice Given
072088	Request for FOI advice	FOI Advice Given
072104	Request for FOI advice	FOI Advice Given
072196	Request for FOI advice	FOI Advice Given
072248	Request for FOI advice	FOI Advice Given
072379	Request for FOI advice	FOI Advice Given
072887	Request for FOI advice	FOI Advice Given
Department of Administrative and Information Services		
067873	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
070349	Request for FOI advice	FOI Advice Given
070353	Request for FOI advice	FOI Advice Given
070415	Request for FOI advice	FOI Advice Given
070701	Request for FOI advice	FOI Advice Given
070786	Request for FOI advice	FOI Advice Given
Department of Education & Children's Services		
068392	Application for external review	FOI Review - Application Dismissed
068853	Application for external review	FOI Review - Part Substituted/Confirmed
069897	Application for external review	FOI Review - Withdrawn
070359	Request for FOI advice	FOI Advice Given
070450	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
070460	Application for external review	FOI Review - Determination Confirmed
070472	Application for external review	FOI Review - Determination Confirmed
070586	Request for FOI advice	FOI Advice Given
070684	Request for FOI advice	FOI Advice Given
070685	Request for FOI advice	FOI Advice Given
070688	Request for FOI advice	FOI Advice Given
070689	Request for FOI advice	FOI Advice Given
071211	Request for FOI advice	FOI Advice Given
071213	Request for FOI advice	FOI Advice Given
071463	Request for FOI advice	FOI Advice Given
071579	FOI complaint	FOI Advice Given
071850	Request for FOI advice	FOI Advice Given
071976	Request for Whistleblowers Protection Act advice	FOI Advice GivenAdvice Given
071978	Request for FOI advice	FOI Advice Given
072090	Request for FOI advice	FOI Advice Given
072246	Request for FOI advice	FOI Advice Given
Department of Health		
070683	Request for FOI advice	FOI Advice Given
070710	Application for external review	FOI Review - Matter Settled during Review
070775	Request for FOI advice	FOI Advice Given
071226	Application for external review	FOI Advice Given
071419	Request for FOI advice	FOI Advice Given
071532	Request for FOI advice	FOI Advice Given
071688	Request for FOI advice	FOI Advice Given
072198	Request for FOI advice	FOI Advice Given
072925	Request for FOI advice	FOI Advice Given
Department of Primary Industries & Resources		
069323	Application for external review	FOI Review - Part Confirmed/Revised by
070115	Application for external review	FOI Review - Matter Settled during Review
071024	FOI complaint	FOI Advice Given
071322	Request for FOI advice	FOI Advice Given
071421	Request for FOI advice	FOI Advice Given
Department of the Premier and Cabinet		
065422	Application for external review	FOI Review - Application Dismissed
067541	Application for external review	FOI Review - Application Dismissed
068557	Application for external review	FOI Review - Application Dismissed
070604	Application for external review	FOI Review - Determination Revised by Agency
070987	Request for FOI advice	FOI Advice Given
071752	Request for FOI advice	FOI Advice Given
072540	Request for FOI advice	FOI Advice Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
073035	Request for FOI advice	FOI Advice Given
Department of Transport & Urban Planning		
064889	Application for external review	FOI Review - Part Substituted/Confirmed
Department of Transport, Energy and Infrastructure		
070355	Request for FOI advice	FOI Advice Given
070356	Request for FOI advice	FOI Advice Given
072357	Request for FOI advice	FOI Advice Given
072914	Request for FOI advice	FOI Advice Given
073040	Request for FOI advice	FOI Advice Given
Department of Treasury and Finance		
067804	Application for external review	FOI Review - Withdrawn
070665	Request for FOI advice	FOI Advice Given
071227	Application for external review	FOI Review - Application Dismissed
District Council of Mallala		
071016	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
071521	Request for FOI advice	FOI Advice Given
District Council of Orroroo/Carrieton		
069217	Application for external review	FOI Review - Determination Revised by Agency
070977	Request for FOI advice	FOI Advice Given
District Council of Robe		
070898	Request for FOI advice	FOI Advice Given
Environment Protection Authority		
069839	Application for external review	FOI Review - Withdrawn
070807	Request for FOI advice	FOI Advice Given
071778	Request for FOI advice	FOI Advice Given
072247	Request for FOI advice	FOI Advice Given
Flinders University Council		
071751	Request for FOI advice	FOI Advice Given
Health & Community Services Complaints Commissioner		
070533	Request for Whistleblowers Protection Advice	FOI Advice Given
070830	Request for FOI advice	FOI Advice Given
072738	Request for FOI advice	FOI Advice Given
072813	Request for FOI advice	FOI Advice Given
Land Management Corporation		
072244	Request for FOI advice	FOI Advice Given
Light Regional Council		
070869	Request for FOI advice	FOI Advice Given
Lower North Health		
070686	Request for FOI advice	FOI Advice Given
Medical Board of SA		
066936	Application for external review	FOI Review - Application Dismissed
Mid Murray Council		
069510	Application for external review	FOI Investigation - No jurisdiction to proceed
Minister for Environment and Conservation		
070897	Request for FOI advice	FOI Advice Given
Minister of Health		
069932	Application for external review	FOI Review - Withdrawn
071533	Request for FOI advice	FOI Advice Given
Mount Gambier Hospital		
071779	Request for FOI advice	FOI Advice Given
071879	Request for FOI advice	FOI Advice Given
071997	Request for FOI advice	FOI Advice Given
Nurses Board of SA		
070899	Application for external review	FOI Review - Determination Revised by Agency
Outside Jurisdiction		
070717	Request for FOI advice	FOI Advice Given
070877	Request for FOI advice	FOI Advice Given
072086	Request for FOI advice	FOI Advice Given
072287	Request for FOI advice	FOI Advice Given
072579	Alleged failure to adequately investigate complaint	Outside of Jurisdiction

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072600	Request for FOI advice	FOI Advice Given
072886	Request for FOI advice	FOI Advice Given
Police Complaints Authority		
070650	Request for FOI advice	FOI Advice Given
Police Department		
069319	Application for review of determination	FOI Review - Matter Settled during Review
069320	Application for external review	FOI Review - Determination Confirmed
069490	Application for external review	FOI Investigation - No jurisdiction to proceed
069841	Application for external review	FOI Review - Determination Confirmed
070149	Application for external review	FOI Investigation - No jurisdiction to proceed
070728	Application for external review	FOI Investigation - No jurisdiction to proceed
071212	Request for FOI advice	FOI Advice Given
071633	Request for FOI advice	FOI Advice Given
072035	Request for FOI advice	FOI Advice Given
072564	Request for FOI advice	FOI Advice Given
072928	Request for FOI advice	FOI Advice Given
073039	Request for FOI advice	FOI Advice Given
Public Trustee		
071634	Request for FOI advice	FOI Advice Given
Repatriation General Hospital		
070615	Request for FOI advice	FOI Advice Given
Riverland Community Health Services		
070575	Request for FOI advice	FOI Advice Given
RSPCA Inspector		
071105	Request for FOI advice	FOI Advice Given
SA Forestry Corporation		
068604	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
SA Housing Trust		
071573	Request for FOI advice	FOI Advice Given
071686	Request for FOI advice	FOI Advice Given
SA Metropolitan Fire Service		
069057	Application for external review	FOI Review - Part Substituted/Confirmed
072489	Request for FOI advice	FOI Advice Given
South Australian Motor Sport Board		
071528	Application for external review	FOI Review - Withdrawn
071708	Request for FOI advice	FOI Advice Given
Southern Adelaide Health Service		
070405	FOI complaint	FOI Investigation - Not Sustained
071710	Request for FOI advice	FOI Advice Given
072405	Request for FOI advice	FOI Advice Given
072824	Request for FOI advice	FOI Advice Given
State Electoral Office		
071403	Request for FOI advice	FOI Advice Given
The Treasurer		
068784	Application for external review	FOI Review - Application Dismissed
070895	Application for external review	FOI Review - Withdrawn
070984	Request for FOI advice	FOI Advice Given
Wattle Range Council		
072599	Request for FOI advice	FOI Advice Given
WorkCover Corporation		
068521	Application for external review	FOI Review - Determination confirmed
068553	Application for external review	FOI Review - Application Dismissed
069729	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
071904	Request for FOI advice	FOI Advice Given
072681	Request for FOI advice	FOI Advice Given
072777	Request for FOI advice	FOI Advice Given

Government Departments
Complaints finalised from 1 July 2006 to 30 June 2007

Agency	Advice Given	Advice Given to Agency	Alternate Remedy	Declined	Not Sustained	Not Sustained - Explanation Given	Other/General	Outside of Jurisdiction	Partly Resolved in Favour of Complainant	Prelim Investigation	Reasonable Resolution	Referred to Agency	Refused to Investigate	Section 132 Water Resources Act	Sustained - sec 25(1)(b) - unreasonable, unjust, etc.	Transferred to HCSCC	Withdrawn	Withdrawn by Complainant	Total
Attorney-General's Department	21				1	19	3	2	1		10	5	1					3	66
Department for Correctional Services	141		3	1	35	218	24	9	63	1	118	33	1				2	5	654
Department for Environment and Heritage	4					2	1		1		3								11
Department for Families and Communities	7					8	2	2	3		4	7	1			7		2	43
Department for Transport, Urban Planning &									1										1
Department of Administrative and Information Services	5				1	5												2	13
Department of Education & Children's Services	24		1		2	10	3	3	5		10	13						6	77
Department of Health	2			1		1	1		1		1							1	8
Department of Human Services															1				1
Department of Primary Industries & Resources					1	2					1		1					1	6
Department of the Premier and Cabinet	1					4	1	1			1	1							9
Department of Transport, Energy and Infrastructure	26				3	40	5		7		5	15						2	103
Department of Treasury and Finance	11		1		1	13	1		3		3	2							35
Department of Further Education, Employment, Science and Technology	5		1			4	3		4		1	1							19
Department of Water, Land & Biodiversity	1					2			2				1	1					7
Environment Protection Authority	3					2			4										9
SA Housing Trust	63	1		1	2	51	10	4	15		32	21	3				1		204
SA Water Corporation	28		1	1		23	8		8		13	9							91
State Electoral Office			1										1						2
Total	342	1	8	4	46	404	62	21	118	1	202	107	9	1	1	7	3	22	1359

Government Departments
Complaints finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
Attorney-General's Department		
063857	Failure to take adequate action regarding complaint	Preliminary Investigation - Not Sustained - Explanation Given
069833	Alleged failure to apply natural justice in an administrative process	Full Investigation - Not Sustained - Explanation Given
069835	Alleged failure to investigate concerns raised in use of business name	Preliminary Investigation - Not Sustained - Explanation Given
070175	Unreasonable requirement on licence renewal	Preliminary Investigation - Reasonable Resolution
070235	Failure to correct details on records	Advice Given
070281	Alleged inadequate investigation of complaint	Advice Given - Other/General
070315	Unreasonable refusal to waive late fee	Preliminary Investigation - Reasonable Resolution
070373	Unreasonable processing of license	Preliminary Investigation - Not Sustained - Explanation Given
070394	Unreasonable ban	Advice Given
070430	Failure to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
070617	Failure to investigate complaint	Declined - Refused to Investigate
070772	Unreasonable refund of bond to agent without consent	Preliminary Investigation - Not Sustained - Explanation Given
070791	Unreasonable course requirement	Advice Given
070815	Inadequate investigation of complaint	Advice Given - Referred to Agency
070911	Failure to grant licence to sell lucky number squares	Advice Given
070970	Unreasonable refusal to upgrade trade licence	Preliminary Investigation - Not Sustained - Explanation Given
071059	Unreasonable delay in refunding bond	Advice Given - Referred to Agency
071091	Incorrect registration of similar business name	Advice Given
071125	Unreasonable action taken	Advice Given
071172	Alleged incorrect birth certificate issued	Preliminary Investigation - Reasonable Resolution
071176	Unreasonable processing of licence renewal	Preliminary Investigation - Reasonable Resolution
071253	Unreasonable refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
071277	Unreasonable delay in addressing matter	Advice Given
071333	Unreasonable information provided for change of name	Preliminary Investigation - Partly Resolved in Favour of Complainant
071404	Unreasonable change of method of payment	Advice Given
071428	Unreasonable delay in release of body for funeral	Preliminary Investigation - Not Sustained - Explanation Given
071432	Failure to act regarding non-compliance by incorporated association	Preliminary Investigation - Reasonable Resolution
071458	Unreasonable refusal of obtaining licence	Advice Given
071485	Lack of assistance in regards to tenancy	Advice Given - Referred to Agency
071504	Unreasonable request for personal information	Preliminary Investigation - Not Sustained - Explanation Given
071518	Refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
071601	Failure to resolve complaint	Withdrawn - Withdrawn by Complainant
071612	Unreasonable decision	Outside of Jurisdiction
071617	Refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
071671	Refusal to provide birth registration number without purchasing certificate	Preliminary Investigation - Not Sustained - Explanation Given
071728	Failure to take adequate action regarding alleged breach	Preliminary Investigation - Not Sustained - Explanation Given
071742	Failure to provide correct information	Advice Given
071825	Refusal to amend daughter's birth certificate	Advice Given - Referred to Agency
071842	Unreasonable assistance provided	Advice Given
071863	Unreasonable refusal to provide information	Preliminary Investigation - Reasonable Resolution
071932	Unreasonable investigation	Advice Given
071938	Unreasonable outcome of hearing	Outside of Jurisdiction
071945	Unfair criteria for security guard application	Advice Given
071989	Unreasonable fines	Advice Given
071998	Unreasonable delay in processing licence application	Preliminary Investigation - Not Sustained - Explanation Given
072093	Alleged administrative error in relation to bond refund	Advice Given
072097	Failure to follow proper process	Withdrawn - Withdrawn by Complainant
072155	Unreasonable refusal to grant licence	Withdrawn - Withdrawn by Complainant
072202	Failure to investigate complaint	Advice Given
072237	Unreasonable delay in responding to complaint	Preliminary Investigation - Reasonable Resolution
072326	Failure to arrange adequate remedy with trader	Preliminary Investigation - Not Sustained - Explanation Given
072411	Incorrect information kept on records	Advice Given - Other/General
072435	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained
072440	Failure to investigate complaint	Preliminary Investigation - Reasonable Resolution
072445	Failure to be of meaningful assistance	Advice Given
072545	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
072613	Unreasonable refusal to register business name	Advice Given - Referred to Agency
072633	Unreasonable delay in forwarding bond	Preliminary Investigation - Reasonable Resolution
072708	Failure to maintain accurate records	Advice Given
072715	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
072749	Unreasonable refusal to reply to correspondence	Advice Given - Other/General
072842	Failure to act on complaint	Preliminary Investigation - Not Sustained - Explanation Given
072992	Failure to approve application for licence	Advice Given
072997	Failure to provide new licence in a timely manner	Advice Given
073067	Unreasonable administration delay	Advice Given
073074	Unreasonable delay in providing licence	Preliminary Investigation - Reasonable Resolution

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Department for Correctional Services		
060505	Alleged unreasonable circumstances surrounding death in custody	Full Investigation - Reasonable Resolution
064960	Alleged inaccuracy regarding drug testing	Withdrawn - Withdrawn by Complainant
069524	Alleged unfair refusal to store and release personal items	Preliminary Investigation - Not Sustained - Explanation Given
069535	Unreasonable cancellation of visits	Preliminary Investigation - Not Sustained - Explanation Given
069982	Alleged failure to compensate for lost property	Preliminary Investigation - Reasonable Resolution
070067	Alleged unfair requirement to remain in cell awaiting administration of medication	Preliminary Investigation - Reasonable Resolution
070120	Alleged refusal to allow prisoner to bring jewellery into prison	Preliminary Investigation - Not Sustained - Explanation Given
070146	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
070173	Alleged refusal to accept property	Preliminary Investigation - Reasonable Resolution
070179	Alleged inaccessible rules and regulations	Advice Given - Other/General
070188	Unreasonable decision to transfer with health concerns	Preliminary Investigation - Not Sustained
070198	Unreasonable decision to require non-contact	Advice Given
070216	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
070223	Alleged loss of property following transfer from another facility	Preliminary Investigation - Not Sustained - Explanation Given
070225	Alleged inadequate service	Preliminary Investigation - Partly Resolved in Favour of Complainant
070228	Unreasonable treatment	Preliminary Investigation - Not Sustained
070229	Unreasonable refusal to reinstate visit rights	Preliminary Investigation - Reasonable Resolution
070230	Unemployment benefit not paid upon transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
070232	Unreasonable decision to charge	Preliminary Investigation - Not Sustained - Explanation Given
070239	Alleged loss of property during transfer	Preliminary Investigation - Not Sustained - Explanation Given
070251	Unreasonable decision not to transfer to another cell	Preliminary Investigation - Not Sustained - Explanation Given
070252	Alleged delay in providing assistance to help transfer funds	Preliminary Investigation - Reasonable Resolution
070256	Unreasonable delay in providing property after transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
070257	Unreasonable decision to transfer	Preliminary Investigation - Reasonable Resolution
070258	Unreasonable punishment for action	Preliminary Investigation - Not Sustained - Explanation Given
070259	Unreasonable decision to transfer to another	Advice Given - Other/General
070262	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
070267	Alleged lack of care	Preliminary Investigation - Partly Resolved in Favour of Complainant
070268	Unreasonable refusal of parole application	Preliminary Investigation - Not Sustained - Explanation Given
070269	Unreasonable decision to transfer	Advice Given - Other/General
070273	Unreasonable transfer to another institution	Preliminary Investigation - Not Sustained - Explanation Given
070288	Unreasonable decision to deregister business	Advice Given - Referred to Agency
070293	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
070294	Delay in releasing property	Preliminary Investigation - Reasonable Resolution
070295	Failure to allow privacy during medical consultation	Preliminary Investigation - Not Sustained - Explanation Given
070296	Alleged delay in providing service	Preliminary Investigation - Partly Resolved in Favour of Complainant
070305	Unreasonably harsh punishment	Advice Given
070306	Failure to accede to desire for consecutive visits	Preliminary Investigation - Not Sustained - Explanation Given
070314	Delay in releasing from prison	Preliminary Investigation - Reasonable Resolution
070316	Failure to compensate for lost property	Preliminary Investigation - Reasonable Resolution
070317	Unreasonable decision to charge prison to store property	Preliminary Investigation - Not Sustained - Explanation Given
070319	Failure to compensate for lost property	Preliminary Investigation - Reasonable Resolution
070320	Unreasonable delay	Advice Given
070321	Unreasonable ban	Advice Given
070327	Unreasonable decision made regarding non-contact visits	Advice Given
070335	Unreasonable delay in finalising lost property claim	Advice Given
070337	Unreasonable delay in organising access to education course	Advice Given
070338	Unreasonable decision to refuse support person when speaking to manager	Advice Given
070345	Alleged poor diet	Preliminary Investigation - Not Sustained - Explanation Given
070361	Unreasonable decision to refuse provision of a kettle	Advice Given
070363	Unreasonable decision to transfer	Advice Given
070364	Unreasonable decision not to transfer	Advice Given
070365	Query regarding if methadone program was available at prison	Advice Given
070380	Alleged inaction to return mobile telephone	Preliminary Investigation - Partly Resolved in Favour of Complainant
070403	Unreasonable delay in transferring money to phone card	Preliminary Investigation - Reasonable Resolution
070407	Failure to activate telephone facility in a timely manner	Preliminary Investigation - Reasonable Resolution
070408	Unreasonably harsh punishment	Advice Given
070409	Unreasonable disclosure of information	Advice Given - Referred to Agency
070410	Failure to release property	Preliminary Investigation - Reasonable Resolution
070412	Failure to protect prisoner's interests	Advice Given
070414	Allegedly refused appropriate clothing	Preliminary Investigation - Not Sustained - Explanation Given
070417	Unreasonable ban on visits	Preliminary Investigation - Not Sustained - Explanation Given
070418	Unreasonable refusal to grant protection status	Preliminary Investigation - Not Sustained - Explanation Given
070423	Failure to cater for prisoner with allergies	Preliminary Investigation - Not Sustained - Explanation Given
070425	Failure to provide access to phone	Preliminary Investigation - Reasonable Resolution
070426	Unreasonable denial of access to telephone system	Preliminary Investigation - Reasonable Resolution
070451	Unreasonable transfer	Advice Given
070452	Unreasonable refusal to work in laundry	Advice Given - Referred to Agency
070457	Unreasonable refusal of leave application	Preliminary Investigation - Reasonable Resolution
070458	Unreasonable refusal of job in laundry	Preliminary Investigation - Reasonable Resolution

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070462	Failure to provide equipment	Advice Given
070474	Failure to release property	Preliminary Investigation - Reasonable Resolution
070476	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
070480	Alleged assault by officer	Preliminary Investigation - Partly Resolved in Favour of Complainant
070481	Failure to have glasses repaired	Preliminary Investigation - Partly Resolved in Favour of Complainant
070516	Unreasonable refusal to access yard	Preliminary Investigation - Not Sustained - Explanation Given
070526	Unreasonable decision to secure in cell	Preliminary Investigation - Reasonable Resolution
070536	Unreasonable delay in delivering letter to prisoner	Preliminary Investigation - Not Sustained - Explanation Given
070540	Failure to provide meal	Preliminary Investigation - Reasonable Resolution
070546	Unreasonable delay in acting on requests	Advice Given
070553	Unreasonably harsh punishment	Advice Given
070557	Alleged removal of prescribed article	Preliminary Investigation - Partly Resolved in Favour of Complainant
070558	Unreasonable refusal to identify documents seized in cell search	Preliminary Investigation - Not Sustained
070559	Unreasonable decision to refuse prisoner to smoke	Advice Given
070565	Alleged failure to properly investigate complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
070568	Failure to provide fresh food	Preliminary Investigation - Partly Resolved in Favour of Complainant
070570	Unreasonable decision to ban visitor	Advice Given
070576	Removal of access to work	Preliminary Investigation - Not Sustained - Explanation Given
070580	Unreasonable decision to deny property	Preliminary Investigation - Reasonable Resolution
070581	Unreasonable punishment for refusal to sign form	Preliminary Investigation - Not Sustained - Explanation Given
070588	Unreasonable decision to refuse home detention	Advice Given
070596	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
070597	Unreasonable transfer to inappropriate division	Preliminary Investigation - Not Sustained - Explanation Given
070600	Unreasonable transfer to inappropriate division	Preliminary Investigation - Partly Resolved in Favour of Complainant
070602	Alleged breach of confidentiality	Advice Given
070626	Failure to transfer property in a timely manner	Preliminary Investigation - Reasonable Resolution
070627	Unreasonable delay in transfer	Advice Given
070628	Failure to offer appropriate re-socialisation	Advice Given
070631	Unreasonable presence of officer during urinalysis	Preliminary Investigation - Reasonable Resolution
070633	Alleged refusal of complaint form	Preliminary Investigation - Reasonable Resolution
070640	Failure to exercise duty of care	Preliminary Investigation - Not Sustained - Explanation Given
070653	Alleged inappropriate cell allocation	Preliminary Investigation - Not Sustained - Explanation Given
070654	Delay in transferring to other unit	Preliminary Investigation - Reasonable Resolution
070659	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
070660	Unreasonable use of power	Preliminary Investigation - Reasonable Resolution
070664	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
070671	Failure to release item of property	Advice Given
070673	Delay in processing parole application	Preliminary Investigation - Partly Resolved in Favour of Complainant
070674	Failure to refund money paid for special buy	Preliminary Investigation - Not Sustained - Explanation Given
070678	Alleged refusal to grant home detention	Advice Given
070679	Unreasonable process in requiring urine sample	Advice Given
070691	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
070695	Unfair treatment	Preliminary Investigation - Not Sustained - Explanation Given
070696	Failure to approve transfer	Preliminary Investigation - Reasonable Resolution
070698	Unreasonable decision to transfer	Advice Given
070700	Unreasonable refusal to access telephone	Preliminary Investigation - Not Sustained - Explanation Given
070702	Unreasonable refusal of access to the methadone programme	Advice Given
070703	Alleged assault by officer	Advice Given - Referred to Agency
070705	Failure to return birds to prisoner	Preliminary Investigation - Not Sustained - Explanation Given
070713	Unreasonable refusal to reimburse for lost	Advice Given
070719	Unreasonable decision not to provide full cream milk	Advice Given
070726	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
070730	Delay in transferring prisoner for court appearance	Preliminary Investigation - Reasonable Resolution
070731	Unreasonable refusal of leave to attend funeral	Preliminary Investigation - Not Sustained - Explanation Given
070735	Allegation of proposed confiscation of property	Preliminary Investigation - Partly Resolved in Favour of Complainant
070740	Unreasonable refusal of request to contact	Advice Given
070751	Unreasonable decision to limit permissible funds in general account	Advice Given
070753	Failure to look for lost property	Preliminary Investigation - Reasonable Resolution
070756	Unreasonable refusal to book visit	Preliminary Investigation - Not Sustained - Explanation Given
070757	Failure to provide copy of legislation	Preliminary Investigation - Reasonable Resolution
070760	Disputes manager's decision following manager's enquiry	Preliminary Investigation - Reasonable Resolution
070763	Unreasonable punishment	Preliminary Investigation - Reasonable Resolution
070768	Unreasonable refusal to reduce security rating	Preliminary Investigation - Not Sustained - Explanation Given
070769	Failure to facilitate proper medical treatment	Preliminary Investigation - Partly Resolved in Favour of Complainant
070787	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
070790	Unreasonable demand to send property out of prison storage	Preliminary Investigation - Not Sustained
070796	Unreasonable delay in organising check of	Advice Given
070801	Unreasonable segregation of prisoner	Preliminary Investigation - Not Sustained - Explanation Given
070802	Alleged failure to release	Preliminary Investigation - Reasonable Resolution
070803	Unreasonable imposition of non contact visits	Preliminary Investigation - Not Sustained - Explanation Given
070808	Alleged inadequate diet	Advice Given
070814	Unreasonable requirement for visitors to have photo identification	Preliminary Investigation - Not Sustained - Explanation Given
070816	Alleged failure to arrive at correct result of urine test	Advice Given

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070818	Failure to provide adequate supply of food	Preliminary Investigation - Not Sustained - Explanation Given
070835	Incorrect charge to prisoner account	Preliminary Investigation - Not Sustained - Explanation Given
070836	Unreasonable delay in forwarding mail	Advice Given
070841	Unreasonable transfer	Preliminary Investigation - Not Sustained - Explanation Given
070847	Alleged unfavourable working conditions	Preliminary Investigation - Not Sustained - Explanation Given
070850	Alleged unreasonable decision to remove and destroy food	Preliminary Investigation - Reasonable Resolution
070851	Alleged incorrect records	Preliminary Investigation - Not Sustained - Explanation Given
070855	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
070858	Alleged inadequate meals	Advice Given
070860	Delay in providing information regarding possible release	Preliminary Investigation - Not Sustained - Explanation Given
070864	Unreasonable requirement to divest mobile phone	Preliminary Investigation - Not Sustained - Explanation Given
070865	Alleged unfair transfer	Preliminary Investigation - Not Sustained - Explanation Given
070866	Alleged unreasonable warning before transfer	Preliminary Investigation - Reasonable Resolution
070867	Alleged inadequate temperature of food served	Preliminary Investigation - Partly Resolved in Favour of Complainant
070875	Unreasonable delay in processing home detention application	Preliminary Investigation - Not Sustained - Explanation Given
070887	Unreasonable restriction on cigarettes	Advice Given
070894	Alleged loss of property	Preliminary Investigation - Reasonable Resolution
070902	Unreasonable property confiscation	Preliminary Investigation - Reasonable Resolution
070903	Alleged loss of property	Preliminary Investigation - Not Sustained - Explanation Given
070905	Unreasonable delay in providing property	Advice Given
070906	Unreasonable decision to secure in cell	Advice Given
070908	Alleged unreasonable decision	Preliminary Investigation - Partly Resolved in Favour of Complainant
070909	Failure to move within facility	Advice Given
070910	Alleged delay in mail	Preliminary Investigation - Reasonable Resolution
070920	Unreasonable action in opening mail from solicitor	Preliminary Investigation - Not Sustained - Explanation Given
070927	Failure to transfer property in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
070937	Unreasonable refusal to allow visit	Preliminary Investigation - Not Sustained - Explanation Given
070939	Unreasonable decision to destroy property	Advice Given
070940	Unreasonable decision to request payment for course	Advice Given
070948	Unreasonable refusal to return property after cell search	Withdrawn - Withdrawn by Complainant
070951	Unreasonable refusal to move cell mate	Preliminary Investigation - Reasonable Resolution
070952	Failure to approve money to be paid for debt incurred	Preliminary Investigation - Reasonable Resolution
070954	Unreasonable decision to transfer	Advice Given
070955	Unreasonable forfeiture of money	Preliminary Investigation - Not Sustained
070957	Unreasonable decision to transfer and change security rating	Preliminary Investigation - Not Sustained - Explanation Given
070959	Failure to credit money to telephone account	Preliminary Investigation - Reasonable Resolution
070965	Refusal to accept property	Preliminary Investigation - Partly Resolved in Favour of Complainant
070972	Unreasonable placement	Preliminary Investigation - Partly Resolved in Favour of Complainant
070973	Unreasonable delay in considering interstate transfer	Preliminary Investigation - Not Sustained - Explanation Given
070978	Unreasonable decision to provide new white goods to other unit	Advice Given
070979	Unreasonable decision to remain on same regime	Advice Given
070980	Unreasonable delay in accessing property	Advice Given
070990	Unreasonable delay in providing refund	Preliminary Investigation - Reasonable Resolution
070992	Allegedly unreasonable decision to detain beyond ordered release date	Preliminary Investigation - Not Sustained - Explanation Given
070995	Failure to grant compassionate leave	Preliminary Investigation - Partly Resolved in Favour of Complainant
070996	Failure to speak to prisoner in an appropriate manner	Advice Given
070999	Unreasonable ban on buys	Preliminary Investigation - Partly Resolved in Favour of Complainant
071005	Unreasonable decision to transfer to inappropriate facility	Advice Given - Referred to Agency
071008	Allegedly baseless refusal to release a jewellery item	Preliminary Investigation - Reasonable Resolution
071013	Failure to provide service	Preliminary Investigation - Reasonable Resolution
071021	Alleged refusal to provide information regarding transfer	Preliminary Investigation - Not Sustained - Explanation Given
071022	Unreasonable refusal to release radio	Preliminary Investigation - Reasonable Resolution
071023	Alleged loss of token	Advice Given - Referred to Agency
071029	Unfair decision to cease providing vegetarian diet	Preliminary Investigation - Not Sustained - Explanation Given
071031	Unreasonable denial of special diet due to allergy	Preliminary Investigation - Reasonable Resolution
071032	Unfair decision to transfer	Advice Given
071033	Unreasonably harsh punishment	Advice Given
071034	Unreasonable decision to ban partner	Advice Given
071035	Failure to provide for special dietary needs	Preliminary Investigation - Reasonable Resolution
071038	Unreasonable decision to transfer within the prison	Preliminary Investigation - Not Sustained - Explanation Given
071039	Failure to provide adequate diet	Advice Given
071040	Alleged concerns about general treatment	Outside of Jurisdiction
071041	Alleged failure to send out mail	Preliminary Investigation - Reasonable Resolution
071053	Failure to process application in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
071058	Unreasonable delay in regards to property service	Preliminary Investigation - Partly Resolved in Favour of Complainant
071071	Unreasonable delay in organising transfer	Preliminary Investigation - Not Sustained - Explanation Given
071077	Unreasonable mail delivery service	Advice Given
071087	Unreasonably harsh penalty	Preliminary Investigation - Not Sustained - Explanation Given
071098	Alleged interception of mail	Preliminary Investigation - Not Sustained - Explanation Given
071101	Delay in arranging to obtain property	Preliminary Investigation - Reasonable Resolution
071104	Alleged delay in transfer	Preliminary Investigation - Not Sustained - Explanation Given
071106	Unreasonable decision to lock prisoners down	Advice Given
071110	Failure to process home detention application in a timely manner	Preliminary Investigation - Reasonable Resolution

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071112	Unreasonable decision to lock prisoners down	Advice Given
071117	Alleged withholding of prisoner mail	Preliminary Investigation - Reasonable Resolution
071123	Unreasonable delay in clearing cheque	Preliminary Investigation - Reasonable Resolution
071135	Alleged mistreatment by officers	Preliminary Investigation - Not Sustained - Explanation Given
071137	Failure to supply ordered newspaper	Advice Given
071138	Unreasonable transfer	Advice Given
071139	Unreasonable refusal to allow amount owed to be paid by instalments	Preliminary Investigation - Not Sustained - Explanation Given
071151	Unreasonable decision to refuse transfer within the prison	Preliminary Investigation - Not Sustained - Explanation Given
071168	Allegedly unfair suspension of contact visits	Preliminary Investigation - Not Sustained
071170	Alleged denial of access to service	Preliminary Investigation - Not Sustained - Explanation Given
071173	Unreasonable punishment	Withdrawn - Withdrawn by Complainant
071175	Unreasonable placement of prisoner	Preliminary Investigation - Not Sustained - Explanation Given
071179	Unreasonable denial of transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
071182	Failure to grant compassionate leave	Preliminary Investigation - Not Sustained - Explanation Given
071185	Unreasonable decision to require double-up cell	Preliminary Investigation - Not Sustained - Explanation Given
071187	Unreasonable decision to transfer	Advice Given
071193	Failure to transfer property in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
071200	Unreasonable refusal to move to other cell	Preliminary Investigation - Reasonable Resolution
071201	Unreasonable refusal to return property	Preliminary Investigation - Not Sustained
071214	Unreasonable prohibition of writing implements	Withdrawn
071215	Unreasonable delay in locating mail	Preliminary Investigation - Reasonable Resolution
071220	Alleged unreasonable refusal of treatment	Preliminary Investigation - Reasonable Resolution
071222	Failure to facilitate transport to medical appointments	Preliminary Investigation - Not Sustained - Explanation Given
071224	Failure to provide adequate preparation for parole	Full Investigation - Not Sustained - Explanation Given
071229	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
071230	Unreasonable decision to transfer	Advice Given
071232	Failure to process home detention application in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
071249	Unreasonable delay in transferring property	Preliminary Investigation - Reasonable Resolution
071250	Unreasonable length of time allowed out of cell	Preliminary Investigation - Reasonable Resolution
071257	Unreasonable refusal to transfer money to third person	Preliminary Investigation - Not Sustained
071265	Unreasonable delay in receiving property	Preliminary Investigation - Partly Resolved in Favour of Complainant
071269	Alleged delay in mail	Preliminary Investigation - Partly Resolved in Favour of Complainant
071271	Alleged incorrect financial records	Withdrawn - Withdrawn by Complainant
071273	Unreasonable refusal to check property on arrival	Preliminary Investigation - Not Sustained - Explanation Given
071274	Unreasonable delay in approving transfer	Preliminary Investigation - Not Sustained - Explanation Given
071285	Unreasonable delay in attending to lost property claim	Preliminary Investigation - Not Sustained - Explanation Given
071286	Unreasonable delay in supplying underwear	Preliminary Investigation - Partly Resolved in Favour of Complainant
071290	Unreasonable denial of home detention application	Preliminary Investigation - Not Sustained - Explanation Given
071294	Unreasonable refusal to transfer	Advice Given
071296	Advice requested regarding process	Advice Given
071298	Alleged withholding of money	Preliminary Investigation - Not Sustained - Explanation Given
071301	Unreasonable decision to transfer within facility	Preliminary Investigation - Not Sustained - Explanation Given
071303	Unreasonable decision regarding urine test	Advice Given
071304	Unfair refusal of kitchen duty	Preliminary Investigation - Not Sustained
071307	Failure to credit funds to telephone account	Advice Given
071310	Unreasonable refusal of officer assisted call	Preliminary Investigation - Not Sustained - Explanation Given
071315	Unreasonable decision to remove work privilege	Preliminary Investigation - Reasonable Resolution
071317	Unreasonable treatment	Advice Given
071330	Failure to investigate allegations resulting in separation to another division	Preliminary Investigation - Reasonable Resolution
071335	Unreasonable decision to return cheques	Preliminary Investigation - Reasonable Resolution
071336	Unreasonable decision to double up cell	Preliminary Investigation - Not Sustained - Explanation Given
071339	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
071341	Alleged lack of air-conditioning airflow due to restriction on vent	Preliminary Investigation - Not Sustained - Explanation Given
071350	Unreasonable behaviour of officer	Advice Given
071352	Unreasonable decision to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
071354	Unreasonable refusal to increase spending	Advice Given
071363	Unreasonable decision to require payment for lost property	Preliminary Investigation - Not Sustained - Explanation Given
071365	Failure to clarify instructions	Advice Given
071367	Failure to transfer property in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
071373	Alleged lack of assistance in regards to assault	Preliminary Investigation - Reasonable Resolution
071378	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained
071380	Unreasonable decision to transfer to another institution	Advice Given
071384	Unreasonable refusal to forward buys	Preliminary Investigation - Reasonable Resolution
071388	Unreasonable charge on items purchased	Preliminary Investigation - Not Sustained - Explanation Given
071389	Unreasonable decision to terminate employment	Preliminary Investigation - Not Sustained - Explanation Given
071396	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
071406	Unreasonable delay in accessing property and loss of property	Advice Given
071408	Advice sought regarding legal matters	Advice Given
071411	Unreasonable decision to delay date of release	Advice Given
071424	Failure to replace electric wheelchair in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
071439	Unreasonable quantity and quality of food being served	Advice Given - Other/General
071447	Unreasonable request to remove engagement ring before visiting prisoner	Preliminary Investigation - Not Sustained - Explanation Given
071448	Unreasonable refusal of medical appointment	Preliminary Investigation - Not Sustained - Explanation Given

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071449	Failure to approve transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
071456	Unreasonable actions of staff smoking in	Preliminary Investigation - Reasonable Resolution
071466	Unreasonably termination of employment	Withdrawn - Withdrawn by Complainant
071468	Unreasonable reduction in prison pay	Preliminary Investigation - Not Sustained - Explanation Given
071470	Unreasonable refusal of home detention	Preliminary Investigation - Partly Resolved in Favour of Complainant
071472	Unreasonable treatment	Advice Given
071476	Alleged unreasonable actions by staff	Preliminary Investigation - Partly Resolved in Favour of Complainant
071481	Lack of information provided regarding incident in prison	Preliminary Investigation - Partly Resolved in Favour of Complainant
071482	Refusal to release property	Preliminary Investigation - Not Sustained
071483	Lack of access to infirmary	Advice Given - Referred to Agency
071484	Inappropriate behaviour by officer	Advice Given - Referred to Agency
071487	Unreasonable decision	Advice Given
071490	Refusal to renew licence	Advice Given - Referred to Agency
071491	Insufficient medical assistance	Preliminary Investigation - Not Sustained - Explanation Given
071496	Failure to provide wheelchair of correct height	Preliminary Investigation - Reasonable Resolution
071498	Unreasonable delays in arranging employment	Advice Given - Other/General
071503	Unreasonable refusal regarding access to social worker	Preliminary Investigation - Not Sustained - Explanation Given
071506	Unreasonable denial to speak to management	Advice Given
071507	Unreasonable process	Preliminary Investigation - Reasonable Resolution
071509	Unreasonable decision to transfer	Declined - Alternate Remedy
071519	Unreasonable delay in providing special shoes	Preliminary Investigation - Partly Resolved in Favour of Complainant
071520	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
071531	Refusal to release property	Preliminary Investigation - Not Sustained - Explanation Given
071537	Unreasonable transfer to mainstream	Preliminary Investigation - Not Sustained - Explanation Given
071538	Unreasonable change of prison regime	Preliminary Investigation - Not Sustained - Explanation Given
071540	Unknown decision	Preliminary Investigation - Partly Resolved in Favour of Complainant
071541	Unreasonable requirement to transfer property out of prison	Advice Given - Referred to Agency
071542	Unreasonable requirements for meeting	Advice Given - Referred to Agency
071550	Unreasonable confiscation of property	Preliminary Investigation - Reasonable Resolution
071551	Unreasonable delays in processing home detention application	Advice Given - Other/General
071562	Unreasonable decision to forward files	Advice Given - Referred to Agency
071564	Unreasonable delay in organising transfer	Preliminary Investigation - Not Sustained - Explanation Given
071565	Unreasonable not to transfer within institution	Preliminary Investigation - Not Sustained
071567	Unreasonable termination of home detention	Preliminary Investigation - Not Sustained - Explanation Given
071571	Unreasonable transfer	Preliminary Investigation - Not Sustained - Explanation Given
071584	Failure to engage in case review	Outside of Jurisdiction
071587	Delay in arranging transfer	Outside of Jurisdiction
071591	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
071592	Refusal to provide special dietary food	Preliminary Investigation - Reasonable Resolution
071596	Unreasonable refusal to supply lunch	Advice Given
071602	Unreasonable decision to impose ban on visiting prisoner	Advice Given
071603	Unreasonable delay in transferring property	Preliminary Investigation - Reasonable Resolution
071605	Unreasonable decision to transfer	Advice Given
071610	Unreasonable refusal to process request for medical appointment	Preliminary Investigation - Partly Resolved in Favour of Complainant
071611	Failure to provide proper air-conditioning to prison	Preliminary Investigation - Partly Resolved in Favour of Complainant
071613	Unreasonable denial of access to medical care	Preliminary Investigation - Reasonable Resolution
071616	Unreasonable decision to be put with inmate who smokes	Advice Given - Other/General
071619	Unreasonable delay in forwarding property	Preliminary Investigation - Not Sustained - Explanation Given
071620	Disputed urine analysis result	Preliminary Investigation - Not Sustained - Explanation Given
071624	Unreasonable decision to deny more than one visit per week	Advice Given
071626	Unreasonable refusal to provide goods on buy sheet	Preliminary Investigation - Not Sustained - Explanation Given
071627	Unreasonable quality of food being served	Withdrawn
071629	Failure to provide explanation for transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
071630	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
071636	Unreasonable decision to not be allowed outside	Preliminary Investigation - Not Sustained - Explanation Given
071637	Failure to respond to letters of complaint	Preliminary Investigation - Reasonable Resolution
071642	Failure to approve transfer	Advice Given
071644	Failure to allow access to cheque book	Preliminary Investigation - Reasonable Resolution
071645	Unreasonable security rating	Preliminary Investigation - Reasonable Resolution
071653	Failure to provide adequate protection	Advice Given
071654	Failure to provide adequate toiletries	Advice Given
071655	Failure to provide adequate toiletries	Advice Given
071656	Alleged loss of property during transfer Failure to locate property	Advice Given
071659	Unreasonable phone service	Preliminary Investigation - Not Sustained - Explanation Given
071661	Unreasonable decision to punish	Preliminary Investigation - Not Sustained - Explanation Given
071668	Failure to provide special diet food	Preliminary Investigation - Partly Resolved in Favour of Complainant
071678	Refusal to transfer to preferred prison	Preliminary Investigation - Not Sustained
071679	Unreasonable implementation of regime management	Advice Given - Other/General
071690	Unreasonably high cost of telephone calls	Advice Given
071691	Unreasonable decision to ban visits	Preliminary Investigation - Not Sustained - Explanation Given
071692	Unreasonable placement	Preliminary Investigation - Partly Resolved in Favour of Complainant
071694	Failure to investigate lost funds	Advice Given - Other/General
071702	Unreasonable decision to ban visits	Advice Given

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071703	Unreasonable transfer to country prison	Preliminary Investigation - Reasonable Resolution
071704	Unreasonable refusal of phone call	Declined - Alternate Remedy
071716	Unreasonable refusal to provide drinking water in extreme temperatures	Preliminary Investigation - Not Sustained - Explanation Given
071732	Unreasonable refusal to release	Preliminary Investigation - Not Sustained - Explanation Given
071736	Unreasonable refusal to allow laminated certificate to be kept in cell or property	Preliminary Investigation - Not Sustained - Explanation Given
071743	Failure to place on over-flow regime	Preliminary Investigation - Not Sustained - Explanation Given
071746	Unreasonable decision to transport prisoner on the floor of a vehicle	Preliminary Investigation - Not Sustained - Explanation Given
071747	Refusal to compensate for missing personal property	Preliminary Investigation - Partly Resolved in Favour of Complainant
071748	Unreasonably harsh treatment	Advice Given
071749	Unreasonable refusal to provide compassionate leave to attend funeral	Preliminary Investigation - Not Sustained - Explanation Given
071754	Unreasonable delay in receiving mail	Preliminary Investigation - Not Sustained - Explanation Given
071764	Unreasonable refusal of leave	Preliminary Investigation - Not Sustained - Explanation Given
071765	Unreasonable exposure to passive smoking	Preliminary Investigation - Reasonable Resolution
071772	Unreasonable decision to change arrangement	Preliminary Investigation - Not Sustained - Explanation Given
071790	Failure to provide information about ban on visits	Advice Given
071793	Unfair garnishment of whole allowance to repay debt	Preliminary Investigation - Reasonable Resolution
071794	Unreasonable termination of employment	Preliminary Investigation - Not Sustained - Explanation Given
071795	Unreasonable food provided	Preliminary Investigation - Not Sustained
071797	Unreasonable decision to extend prisoners lock-down time	Advice Given
071804	Unreasonable decision to refuse refund	Preliminary Investigation - Reasonable Resolution
071815	Unreasonable refusal to allow prisoner property to be collected by family	Preliminary Investigation - Reasonable Resolution
071818	Unreasonable delay	Advice Given - Other/General
071819	Unreasonable punishment	Advice Given - Referred to Agency
071830	Unreasonable refusal to release property	Preliminary Investigation - Reasonable Resolution
071831	Refusal to provide items as requested	Preliminary Investigation - Not Sustained
071832	Refusal to forward items as requested	Preliminary Investigation - Not Sustained - Explanation Given
071835	Refusal to provide items as requested	Preliminary Investigation - Not Sustained - Explanation Given
071836	Refusal to supply cord for breathing machine	Preliminary Investigation - Reasonable Resolution
071837	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained
071839	Unreasonable information provided	Advice Given - Other/General
071841	Unreasonable refusal to release property	Preliminary Investigation - Not Sustained - Explanation Given
071847	Refusal to allocate case officer as requested	Preliminary Investigation - Not Sustained - Explanation Given
071848	Delay in arranging for release	Preliminary Investigation - Not Sustained - Explanation Given
071852	Unreasonable imposition of extra cost on goods	Preliminary Investigation - Not Sustained - Explanation Given
071862	Failure to provide meal	Advice Given
071869	Inadequate access to medical treatment	Advice Given
071870	Unreasonable change of regime based on urine test result	Full Investigation - Reasonable Resolution
071874	Unreasonable action by social worker	Advice Given - Other/General
071875	Unreasonable transfer	Preliminary Investigation - Not Sustained - Explanation Given
071876	Unreasonable delay in clearing cheque	Preliminary Investigation - Not Sustained - Explanation Given
071878	Unreasonable change of prisoner regime	Preliminary Investigation - Not Sustained - Explanation Given
071883	Alleged breach of confidentiality	Advice Given - Referred to Agency
071891	Alleged unlawful detention	Preliminary Investigation - Not Sustained - Explanation Given
071892	Unreasonable refusal to permit blood analysis for drug testing	Preliminary Investigation - Not Sustained - Explanation Given
071893	Unreasonable decision to confiscate health drink	Preliminary Investigation - Not Sustained - Explanation Given
071898	Failure to process home detention application in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
071900	Failure to prevent smoking in prisons	Preliminary Investigation - Not Sustained - Explanation Given
071901	Inadequate diet	Preliminary Investigation - Not Sustained - Explanation Given
071902	Inadequate provision of facilities for elderly prisoners	Preliminary Investigation - Not Sustained - Explanation Given
071905	Unreasonable confiscation of fan	Preliminary Investigation - Reasonable Resolution
071907	Unreasonable decision to remove drink powder from cell	Preliminary Investigation - Not Sustained - Explanation Given
071908	Alleged opening of legal mail	Preliminary Investigation - Not Sustained - Explanation Given
071909	Inability to study in double-up cell	Preliminary Investigation - Reasonable Resolution
071916	Unreasonable detention in management cell	Advice Given
071924	Unreasonable restriction on phone calls between prisoners	Preliminary Investigation - Partly Resolved in Favour of Complainant
071930	Unreasonable transfer	Advice Given
071948	Refusal to supply laundry products	Advice Given - Referred to Agency
071949	Refusal to terminate order for supplies	Advice Given - Referred to Agency
071950	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
071959	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
071961	Unreasonable refusal of access to social worker	Preliminary Investigation - Not Sustained - Explanation Given
071964	Financial and property disputes in conjunction with transfer	Preliminary Investigation - Not Sustained - Explanation Given
071967	Failure to maintain accurate records	Preliminary Investigation - Not Sustained - Explanation Given
071968	Unreasonable refusal to make officer assisted call to police	Preliminary Investigation - Partly Resolved in Favour of Complainant
071972	Failure to return property to rightful owner	Preliminary Investigation - Not Sustained - Explanation Given
071975	Unreasonable decision to charge for minor offence	Advice Given
072007	Refusal to take action regarding complaint	Advice Given - Referred to Agency
072008	Lack of assistance regarding enquiries	Preliminary Investigation - Not Sustained
072015	Unreasonable denial of request	Preliminary Investigation - Not Sustained - Explanation Given
072016	Alleged threatened by officer	Advice Given - Referred to Agency
072038	Failure to provide correct food	Preliminary Investigation - Reasonable Resolution
072040	Failure to approve transfer	Preliminary Investigation - Reasonable Resolution
072051	Advice sought	Advice Given

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072052	Unreasonable delays in treatment	Preliminary Investigation - Not Sustained
072053	Unreasonable demand during strip search	Preliminary Investigation - Not Sustained
072054	Unreasonable with-holding of paperwork	Preliminary Investigation - Not Sustained
072055	Unreasonable denial of meal on return from court	Preliminary Investigation - Not Sustained
072056	Unreasonable regression to basic regime	Preliminary Investigation - Not Sustained
072057	Unreasonable refusal to provide complaint form	Preliminary Investigation - Not Sustained
072059	Unreasonable decision to suspend contact visits	Preliminary Investigation - Not Sustained - Explanation Given
072065	Unreasonable refusal to assist	Preliminary Investigation - Not Sustained - Explanation Given
072066	Unreasonable refusal of claim for lost property	Preliminary Investigation - Reasonable Resolution
072069	Unreasonable refusal of claim for lost property	Preliminary Investigation - Not Sustained
072072	Unreasonable delay in transferring back to original unit	Preliminary Investigation - Not Sustained
072077	Unreasonable confiscation of tobacco	Advice Given
072094	Unreasonable delay in responding to concerns	Preliminary Investigation - Partly Resolved in Favour of Complainant
072095	Unreasonable treatment	Preliminary Investigation - Not Sustained - Explanation Given
072123	Unreasonable delays in returning confiscated shoes	Preliminary Investigation
072124	Unreasonable delay in providing television	Preliminary Investigation - Reasonable Resolution
072125	Alleged loss of property	Preliminary Investigation - Reasonable Resolution
072128	Access to education removed	Preliminary Investigation - Not Sustained - Explanation Given
072138	Unreasonably locked in cell without explanation	Preliminary Investigation - Not Sustained - Explanation Given
072140	Unreasonable decision regarding shared accommodation	Advice Given
072141	Unreasonable delay in providing ordered goods	Preliminary Investigation - Reasonable Resolution
072149	Delay in processing home detention application	Advice Given
072151	Unreasonable refusal to supply item	Preliminary Investigation - Not Sustained - Explanation Given
072152	Unreasonable refusal to allow further phone calls	Preliminary Investigation - Not Sustained - Explanation Given
072169	Advice sought	Advice Given
072171	Unreasonable refusal to loan television	Preliminary Investigation - Not Sustained - Explanation Given
072173	Unreasonable refusal to provide officer assisted call	Preliminary Investigation - Reasonable Resolution
072174	Unreasonable ransacking of cells	Preliminary Investigation - Not Sustained - Explanation Given
072181	Alleged unreasonable denial of home detention	Advice Given
072183	Unreasonably harsh punishment	Preliminary Investigation - Not Sustained - Explanation Given
072185	Unreasonable decision to transfer	Preliminary Investigation - Reasonable Resolution
072188	Refusal to provide meal for prisoners going to	Preliminary Investigation - Reasonable Resolution
072190	Unreasonable decision to transfer to another institution	Advice Given - Referred to Agency
072197	Alleged loss of property due to transfer	Preliminary Investigation - Not Sustained - Explanation Given
072205	Unreasonable delays in receiving buys	Preliminary Investigation - Not Sustained - Explanation Given
072206	Unreasonable refusal to provide cordial	Advice Given
072207	Unreasonable decision not to accept property	Preliminary Investigation - Reasonable Resolution
072211	Alleged loss of mail	Preliminary Investigation - Not Sustained - Explanation Given
072217	Unreasonable refusal to maintain toilets	Preliminary Investigation - Not Sustained - Explanation Given
072219	Unreasonable punishment	Preliminary Investigation - Not Sustained
072227	Unreasonable decision to transfer to protection	Preliminary Investigation - Reasonable Resolution
072228	Unreasonable refusal to release shoes	Preliminary Investigation - Not Sustained - Explanation Given
072233	Failure to compensate for lost property	Preliminary Investigation - Reasonable Resolution
072234	Refusal of access to telephone	Preliminary Investigation - Not Sustained - Explanation Given
072238	Unreasonable delay in release	Preliminary Investigation - Not Sustained - Explanation Given
072239	Unreasonable refusal to release item from property	Preliminary Investigation - Partly Resolved in Favour of Complainant
072243	Unreasonable refusal to allow exchange of property	Preliminary Investigation - Partly Resolved in Favour of Complainant
072252	Alleged delay in fixing broken toilet	Advice Given
072256	Alleged assault by officers	Outside of Jurisdiction
072257	Unreasonable delay in forwarding money orders	Preliminary Investigation - Not Sustained - Explanation Given
072258	Unreasonable delay regarding transfer	Preliminary Investigation - Not Sustained - Explanation Given
072259	Unreasonable decision to give effect to transfer	Preliminary Investigation - Not Sustained - Explanation Given
072261	Alleged delay in processing home detention application	Advice Given
072266	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
072267	Unreasonable decision to deny access to resettlement funds	Advice Given
072271	Alleged incorrect urinalysis result	Advice Given
072278	Failure to provide clean cushions	Advice Given
072281	Unreasonable refusal of private bathing provisions	Preliminary Investigation - Not Sustained - Explanation Given
072291	Unreasonable ban of property	Advice Given
072298	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained - Explanation Given
072304	Alleged inappropriate procedure	Preliminary Investigation - Partly Resolved in Favour of Complainant
072309	Lack of assistance in regards to lost mail	Preliminary Investigation - Not Sustained
072321	Alleged incorrect amount of money deducted	Preliminary Investigation - Reasonable Resolution
072329	Unreasonable refusal to allow partner to visit	Advice Given
072330	Unreasonable delay in transfer of funds	Preliminary Investigation - Reasonable Resolution
072339	Unreasonable procedure	Preliminary Investigation - Partly Resolved in Favour of Complainant
072342	Unreasonable delay in providing transfer	Preliminary Investigation - Not Sustained - Explanation Given
072343	Delay in processing home detention application	Preliminary Investigation - Not Sustained - Explanation Given
072344	Unreasonable refusal to provide call	Preliminary Investigation - Reasonable Resolution
072345	Unreasonable charge for unreturned property	Preliminary Investigation - Not Sustained - Explanation Given
072360	Unreasonable charge	Preliminary Investigation - Not Sustained - Explanation Given
072363	Unreasonable decision to ban partner	Advice Given - Referred to Agency
072364	Unreasonable refusal of access to telephone	Preliminary Investigation - Reasonable Resolution

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072373	Unreasonable cancellation of orders	Preliminary Investigation - Partly Resolved in Favour of Complainant
072374	Unreasonable management of videos	Preliminary Investigation - Reasonable Resolution
072378	Unreasonable denial to transfer	Preliminary Investigation - Not Sustained - Explanation Given
072384	Unreasonable inconsistencies in regards to work opportunities	Preliminary Investigation - Not Sustained
072385	Unreasonable delay in providing amenities	Preliminary Investigation - Partly Resolved in Favour of Complainant
072391	Unreasonable withdrawal of offer of employment and single cell	Preliminary Investigation - Not Sustained - Explanation Given
072401	Alleged threatening behaviour from another prisoner	Preliminary Investigation - Partly Resolved in Favour of Complainant
072402	Unreasonable decision to transfer to another unit	Preliminary Investigation - Reasonable Resolution
072407	Unreasonable delay in compensating for lost property	Preliminary Investigation - Not Sustained - Explanation Given
072408	Unreasonable refusal of claim	Advice Given
072412	Inappropriate behaviour by staff during visits	Advice Given - Referred to Agency
072416	Unreasonable transfer	Advice Given
072422	Unreasonable requirement to share cell with smoker	Preliminary Investigation - Reasonable Resolution
072443	Unreasonable preferential treatment of prisoner	Outside of Jurisdiction
072444	Unreasonable decision to place in management cell	Preliminary Investigation - Not Sustained - Explanation Given
072450	Refusal to allow visit	Advice Given - Referred to Agency
072464	Failure to permit telephone call	Preliminary Investigation - Not Sustained - Explanation Given
072467	Failure to permit telephone call	Preliminary Investigation - Not Sustained - Explanation Given
072468	Failure to permit telephone call	Declined
072470	Failure to transfer all property	Advice Given
072473	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained - Explanation Given
072475	Unreasonable termination of telephone call	Advice Given - Referred to Agency
072478	Failure to provide duty of care	Advice Given
072484	Unreasonable placement	Advice Given
072486	Unreasonable action taken	Advice Given
072496	Unreasonable refusal to consider own home for home detention purposes	Advice Given - Other/General
072501	Inadequate safety in prison	Advice Given
072502	Inadequate safety in prison	Advice Given
072503	Unsatisfactory response	Advice Given
072508	Unreasonable decision to be placed in observation cell	Preliminary Investigation - Not Sustained
072512	Unreasonable decision to ban from visiting partner	Preliminary Investigation - Not Sustained - Explanation Given
072515	Unreasonable treatment of prisoner	Declined - Refused to Investigate
072539	Inadequate information regarding placement	Preliminary Investigation - Not Sustained - Explanation Given
072546	Failure to provide adequate clothing	Preliminary Investigation - Partly Resolved in Favour of Complainant
072547	Failure to provide adequate clothing	Preliminary Investigation - Partly Resolved in Favour of Complainant
072555	Unreasonable delays in fixing toilet	Preliminary Investigation - Reasonable Resolution
072559	Unreasonable use of position to influence medical staff	Advice Given - Referred to Agency
072560	Unreasonable treatment by officer	Advice Given - Other/General
072566	Unreasonable decision to ban visit	Advice Given - Referred to Agency
072567	Unreasonable decision to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
072570	Unreasonable refusal of home detention	Advice Given - Referred to Agency
072572	Unreasonable delay in processing home detention application	Advice Given - Other/General
072582	Alleged assault by officer	Advice Given - Referred to Agency
072587	Unreasonable delay to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
072594	Unfairly punished	Preliminary Investigation - Not Sustained - Explanation Given
072595	Unreasonable denial of home detention	Preliminary Investigation - Not Sustained - Explanation Given
072602	Alleged safety concerns	Advice Given
072604	Unreasonable decision to place prisoner in smoking environment	Preliminary Investigation - Not Sustained - Explanation Given
072607	Advice sought	Advice Given
072614	Unreasonable treatment and fear of reprisal	Preliminary Investigation - Partly Resolved in Favour of Complainant
072616	Unreasonable refusal to attend funeral	Advice Given - Other/General
072624	Failure to transfer property	Preliminary Investigation - Reasonable Resolution
072625	Unreasonable decision to transfer	Advice Given - Other/General
072628	Alleged harassment by officer	Advice Given
072631	Unreasonable refusal of visit	Preliminary Investigation - Not Sustained - Explanation Given
072645	Unreasonable refusal to transfer property	Preliminary Investigation - Reasonable Resolution
072648	Unreasonable acts of corruption by officers	Advice Given - Other/General
072649	Alleged lost property	Preliminary Investigation - Partly Resolved in Favour of Complainant
072652	Unreasonable change in security rating	Preliminary Investigation - Not Sustained - Explanation Given
072653	Unreasonable threats made by staff	Advice Given - Referred to Agency
072656	Unreasonable delays in referral to drug rehabilitation	Preliminary Investigation - Not Sustained - Explanation Given
072657	Unreasonable refusal to move to another unit	Preliminary Investigation - Partly Resolved in Favour of Complainant
072659	Refusal to allow visit	Preliminary Investigation - Not Sustained - Explanation Given
072664	Unreasonable delay in preparing report for home detention	Advice Given - Other/General
072666	Unreasonable placement in cell with smoker	Advice Given
072667	Alleged lost property	Advice Given
072674	Unreasonable delay in itemising property	Preliminary Investigation - Not Sustained - Explanation Given
072675	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained
072682	Unreasonable refusal to provide location of lost property	Preliminary Investigation - Reasonable Resolution
072693	Denied access to job	Advice Given
072696	Concerns that medical treatment will affect application for home detention	Advice Given - Other/General
072711	Unreasonable refusal to permit telephone calls	Preliminary Investigation - Reasonable Resolution
072726	Unreasonable delay to transfer	Preliminary Investigation - Reasonable Resolution

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072733	Advice sought	Advice Given
072741	Inappropriate procedure	Preliminary Investigation - Not Sustained - Explanation Given
072746	Incorrect urinalysis results	Advice Given
072754	Failure to take religious beliefs into account	Advice Given
072766	Unreasonable decision to detain indefinitely	Preliminary Investigation - Reasonable Resolution
072767	Failure to replace lost property	Preliminary Investigation - Reasonable Resolution
072768	Unreasonable decision to extend non-contact	Advice Given
072769	Unreasonable decision to confiscate shoes	Advice Given
072775	Unreasonable decision to transfer to another institution	Preliminary Investigation - Partly Resolved in Favour of Complainant
072778	Alleged delay in processing home detention application	Advice Given
072783	Unreasonable refusal to provide a bandage for wound	Outside of Jurisdiction
072784	Unreasonable refusal to assist in making	Preliminary Investigation - Reasonable Resolution
072785	Unreasonable refusal to store item in property	Preliminary Investigation - Not Sustained - Explanation Given
072786	Unreasonable test results	Preliminary Investigation - Reasonable Resolution
072819	Unreasonable length of time locked down	Preliminary Investigation - Reasonable Resolution
072820	Unreasonable decision to change release date	Preliminary Investigation - Not Sustained
072826	Unreasonable decision to accommodate in alternate wing	Advice Given
072828	Unreasonable placement upon transfer	Advice Given - Referred to Agency
072829	Failure to adhere to sentence plan	Preliminary Investigation - Not Sustained - Explanation Given
072834	Refusal to provide special diet	Preliminary Investigation - Not Sustained - Explanation Given
072840	Unreasonable refusal to allow purchase of supplies	Preliminary Investigation - Partly Resolved in Favour of Complainant
072841	Unreasonable decision to deny leave	Preliminary Investigation - Not Sustained - Explanation Given
072850	Unreasonable refusal to withhold charges	Outside of Jurisdiction
072851	Unreasonable removal of phone number	Preliminary Investigation - Not Sustained - Explanation Given
072855	Unreasonable requirement to pay for invigilator for examinations	Preliminary Investigation - Not Sustained - Explanation Given
072856	Unreasonable decision to refuse leave	Advice Given
072860	Unreasonable refusal to transfer for rehabilitation	Preliminary Investigation - Not Sustained - Explanation Given
072865	Unreasonable accusation	Preliminary Investigation - Not Sustained - Explanation Given
072867	Refusal to approve move to another division	Preliminary Investigation - Not Sustained - Explanation Given
072876	Unreasonable refusal to pursue issue	Preliminary Investigation - Not Sustained - Explanation Given
072878	Unreasonable behaviour by social worker	Outside of Jurisdiction
072882	Unreasonable management of situation	Preliminary Investigation - Partly Resolved in Favour of Complainant
072883	Unreasonable choice of food for vegetarians	Advice Given - Other/General
072888	Unreasonable refusal of home detention	Advice Given - Referred to Agency
072901	Unreasonable decision to punish	Advice Given - Referred to Agency
072905	Unreasonable decision to decline home detention application	Preliminary Investigation - Not Sustained - Explanation Given
072910	Alleged unfair treatment	Advice Given
072924	Unreasonable refusal	Advice Given
072932	Unreasonable refusal to bring forward application date for home detention	Preliminary Investigation - Not Sustained - Explanation Given
072933	Unreasonable release of funds	Preliminary Investigation - Reasonable Resolution
072935	Refusal to compensate for damaged item	Preliminary Investigation - Not Sustained - Explanation Given
072940	Failure to release property	Preliminary Investigation - Reasonable Resolution
072948	Unreasonable decision to delay transfer	Preliminary Investigation - Not Sustained - Explanation Given
072955	Unreasonable requirements to be considered for home detention	Advice Given - Other/General
072959	Alleged misrepresentation	Declined - Alternate Remedy
072966	Unreasonable delay in receiving mail	Advice Given - Other/General
072968	Unreasonable treatment	Preliminary Investigation - Not Sustained - Explanation Given
072974	Unreasonable refusal to participate in event	Preliminary Investigation - Not Sustained - Explanation Given
072975	Unreasonable delay in repairing/replacing gym equipment	Preliminary Investigation - Partly Resolved in Favour of Complainant
072976	Inappropriate payment	Preliminary Investigation - Not Sustained - Explanation Given
072978	Unreasonable refusal of officer assisted telephone call	Preliminary Investigation - Not Sustained
072987	Advice sought	Advice Given
072991	Unfair process to appeal urinalysis test	Preliminary Investigation - Not Sustained - Explanation Given
072994	Refusal to forward payment into account	Preliminary Investigation - Reasonable Resolution
073002	Alleged failure to treat prisoners of the same regime equally/fairly	Advice Given - Other/General
073005	Unreasonable refusal to provide medical assistance	Outside of Jurisdiction
073012	Unreasonable decision to ban visits	Advice Given - Referred to Agency
073013	Unreasonable decision to remove mattress	Preliminary Investigation - Not Sustained - Explanation Given
073014	Unreasonable decision regarding leave	Advice Given
073025	Enquiry concerning access to information	Advice Given
073027	Unreasonable decision to discontinue	Advice Given
073028	Alleged lack of explanation regarding urine test results	Advice Given
073031	Unreasonable refusal of home detention	Preliminary Investigation - Not Sustained - Explanation Given
073041	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
073042	Unreasonable decision to be transferred	Preliminary Investigation - Not Sustained
073057	Alleged refusal to release property	Advice Given
073063	Unreasonable conditions	Advice Given
073073	Unreasonable delay in providing officer assisted call	Preliminary Investigation - Reasonable Resolution
073076	Alleged loss of property	Preliminary Investigation - Reasonable Resolution
073077	Failure to grant permission for officer assisted telephone call	Preliminary Investigation - Partly Resolved in Favour of Complainant
073079	Unreasonable decision to ban visits	Advice Given - Referred to Agency
073080	Alleged damage and confiscation of property	Advice Given
073081	Failure to continue to employ	Preliminary Investigation - Not Sustained - Explanation Given

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Department for Environment and Heritage		
068682	Alleged unfair imposition of fine	Preliminary Investigation - Not Sustained - Explanation Given
070177	Concerns regarding re-evaluation of shacks on Crown land	Advice Given - Other/General
070332	Failure to investigate or act	Advice Given
070532	Unreasonable free holding arrangements	Preliminary Investigation - Reasonable Resolution
071313	Unreasonable refusal to list grave as heritage	Advice Given
071347	Unreasonable management of coastal areas	Advice Given
071723	Unreasonable administrative delay	Preliminary Investigation - Reasonable Resolution
071926	Unreasonable restriction on free holding of property	Preliminary Investigation - Not Sustained - Explanation Given
072047	Failure to provide adequate documentation regarding enforcement notice	Preliminary Investigation - Partly Resolved in Favour of Complainant
072078	Inadequate investigation of complaint	Advice Given
072132	Unreasonable requirement to pay licence fee for jetty	Preliminary Investigation - Reasonable Resolution
Department for Families and Communities		
066926	Unreasonable refusal to return child after completion of investigation	Full Investigation - Not Sustained - Explanation Given
067966	Unreasonable process for seeking service providers	Preliminary Investigation - Not Sustained - Explanation Given
068290	Unreasonable process of appeal	Full Investigation - Reasonable Resolution
068786	Unreasonable management of child in care	Full Investigation - Partly Resolved in Favour of Complainant
068878	Unreasonable removal of children from care	Transferred to HCSCC
069333	Unreasonable case management	Transferred to HCSCC
069378	Unreasonable termination of foster care	Transferred to HCSCC
069415	Alleged failure to access personal records	Preliminary Investigation - Not Sustained - Explanation Given
069495	Alleged inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
069597	Alleged unprofessional treatment by agency	Transferred to HCSCC
069801	Unreasonable mismanagement of foster son's birth mother contact	Transferred to HCSCC
069844	Alleged failure to ensure duty of care	Preliminary Investigation - Not Sustained - Explanation Given
069931	Alleged failure to provide support to child in care of Minister	Transferred to HCSCC
069961	Advice regarding Whistleblowers Protection Act	Withdrawn - Withdrawn by Complainant
070009	Unreasonable refusal to return children to care	Withdrawn - Withdrawn by Complainant
070080	Unreasonable restriction on overseas adoption	Preliminary Investigation - Not Sustained - Explanation Given
070180	Inadequate investigation of complaint of child abuse	Advice Given - Other/General
070199	Failure to permit contact with grandchildren	Advice Given
070211	Failure to investigate complaints	Advice Given
070212	Inaccurate records maintained regarding allegations of child abuse	Advice Given - Referred to Agency
070217	Alleged misleading records regarding child protection reporting	Advice Given - Referred to Agency
070244	Alleged refusal to deal with report of abuse	Transferred to HCSCC
070291	Unfair removal of child	Advice Given - Referred to Agency
070385	Concerns about welfare of child placed pursuant to court order	Advice Given - Referred to Agency
070411	Failure to recognise eligibility for full concession	Preliminary Investigation - Reasonable Resolution
070524	Unreasonable disclosure of information	Advice Given - Referred to Agency
070727	Unreasonable disclosure of information	Advice Given - Referred to Agency
070821	Unreasonable process not to advise of interview	Advice Given
071152	Unreasonable allegations	Advice Given
071181	Unreasonable disclosure of information	Preliminary Investigation - Reasonable Resolution
071254	Unreasonable failure to investigate complaint	Outside of Jurisdiction
071259	Unreasonable threat	Advice Given
071306	Unreasonable delay in forwarding concession payment	Preliminary Investigation - Partly Resolved in Favour of Complainant
071308	Failure to provide adequate care	Declined - Refused to Investigate
071417	Failure to grant financial assistance for medication	Preliminary Investigation - Partly Resolved in Favour of Complainant
071489	Lack of assistance in regards to complaint	Advice Given - Other/General
071682	Failure to investigate complaint	Advice Given
071846	Failure to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
071962	Failure to pay concession in a timely manner	Preliminary Investigation - Reasonable Resolution
072026	Alleged breach of confidentiality	Advice Given - Referred to Agency
072074	Unreasonable refusal to accept evidence of low income	Outside of Jurisdiction
072340	Failure to make the right decision	Advice Given
072970	Unreasonable disclosure of personal details	Preliminary Investigation - Not Sustained - Explanation Given
Department for Transport, Urban Planning & The Arts		
070620	Failure to approve registration of motor vehicle	Preliminary Investigation - Partly Resolved in Favour of Complainant
Department of Administrative and Information Services		
069413	Alleged failure to correct boundary discrepancy	Withdrawn - Withdrawn by Complainant
069896	Alleged failure to investigate complaint	Preliminary Investigation - Not Sustained
070150	Alleged error in process	Withdrawn - Withdrawn by Complainant
070401	Unreasonable policy regarding stamp duty	Advice Given
070523	Unreasonable valuation	Preliminary Investigation - Not Sustained - Explanation Given
070569	Failure to provide adequate telephone service	Preliminary Investigation - Not Sustained - Explanation Given
070621	Failure to give adequate reasons for decision	Preliminary Investigation - Not Sustained - Explanation Given
070639	Unreasonable refusal to review previous	Advice Given
070741	Unreasonable valuation	Advice Given
070745	Unreasonable decision regarding property value	Advice Given
070934	Failure to respond to complaint	Preliminary Investigation - Not Sustained - Explanation Given
071266	Unreasonable delay in finalising property settlement details	Preliminary Investigation - Not Sustained - Explanation Given

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071391	Unreasonable rating of property	Advice Given
Department of Education & Children's Services		
067079	Unreasonable management of child with special needs	Preliminary Investigation - Partly Resolved in Favour of Complainant
067332	Alleged failure to adequately respond to	Full Investigation - Reasonable Resolution
068838	Unreasonable practice regarding parking at schools	Full Investigation - Reasonable Resolution
069358	Unreasonable preference for school insurance	Withdrawn - Withdrawn by Complainant
070008	Unreasonable management of child	Preliminary Investigation - Reasonable Resolution
070182	Unreasonable handling of school dispute	Advice Given - Referred to Agency
070190	Failure to act regarding bullying	Advice Given - Referred to Agency
070195	Unreasonable decision to discontinue school bus service	Preliminary Investigation - Reasonable Resolution
070453	Unreasonable delay in organising son's full return to school	Advice Given
070529	Unreasonable management of schooling	Advice Given
070537	Unreasonable education provided to complainant	Advice Given
070543	Unfair decision to suspend son from school	Advice Given
070567	Failure to address complaint adequately	Advice Given
070644	Unreasonable fee imposed	Preliminary Investigation - Not Sustained - Explanation Given
070766	Unreasonable delay in addressing interpretation of act	Full Investigation - Reasonable Resolution
070770	Unreasonable delay in conducting investigation	Withdrawn - Withdrawn by Complainant
070793	Unreasonable management of student subject choice	Preliminary Investigation - Partly Resolved in Favour of Complainant
070797	Failure to provide adequate special education services	Advice Given
070857	Unreasonable refusal to accept claim for broken glasses	Advice Given
070882	Failure to pay account	Preliminary Investigation - Not Sustained - Explanation Given
070917	Unreasonable refusal of application	Advice Given
070932	Unreasonable refusal of application	Advice Given - Referred to Agency
071020	Unreasonable refusal to enrol child in school outside zone	Advice Given - Referred to Agency
071090	Unreasonable refusal of school card application	Advice Given
071095	Unreasonable restrictions placed on student	Advice Given - Referred to Agency
071146	Unethical and unfair treatment	Preliminary Investigation - Not Sustained
071197	Failure to act on reported harsh punishment	Advice Given
071221	Unreasonable refusal of entry to specific high school	Withdrawn - Withdrawn by Complainant
071248	Refusal to waive fee	Advice Given
071262	Unreasonable charge	Advice Given
071276	Unreasonable detention for child	Advice Given
071283	Unreasonable decision to disclose allegations in letter of conduct and service	Preliminary Investigation - Not Sustained - Explanation Given
071376	Unreasonable refusal of enrolment at nearest high school	Preliminary Investigation - Not Sustained - Explanation Given
071382	Unreasonable restriction on applying for positions	Preliminary Investigation - Partly Resolved in Favour of Complainant
071383	Unreasonable refusal to access school email	Advice Given
071397	Unreasonable decision to suspend student	Preliminary Investigation - Not Sustained - Explanation Given
071420	Failure to follow proper procedure when assessing a survey	Outside of Jurisdiction
071492	Refusal of refund for course	Advice Given
071500	Unreasonable decision not to allow children to attend school camp	Advice Given
071512	Unreasonable decision to suspend child from school	Preliminary Investigation - Not Sustained - Explanation Given
071517	Failure to respond	Preliminary Investigation - Reasonable Resolution
071576	Failure to provide requested information	Preliminary Investigation - Reasonable Resolution
071631	Inadequate assistance for student with disability	Advice Given - Referred to Agency
071788	Unreasonable requirement to purchase school uniform	Declined - Alternate Remedy
071808	Unreasonable cleaning charges for teacher	Withdrawn - Withdrawn by Complainant
071814	Unreasonable disciplinary process for teacher	Outside of Jurisdiction
071817	Failure to provide adequate educational services	Advice Given - Referred to Agency
071821	Unreasonable introduction of uniform	Advice Given - Referred to Agency
072013	Unreasonable decision to suspend child from school	Advice Given - Referred to Agency
072091	Unreasonable management of problem child	Advice Given
072103	Unreasonable requirement to attend zoned school	Advice Given - Other/General
072121	Failure to reply to letter	Preliminary Investigation - Reasonable Resolution
072143	Unreasonable refusal to supervise special needs child	Preliminary Investigation - Reasonable Resolution
072168	Unreasonable education provided	Advice Given
072208	Failure to investigate complaint	Advice Given
072236	Lack of assistance in regards to son being suspended	Advice Given - Referred to Agency
072240	Unreasonable treatment of student	Withdrawn - Withdrawn by Complainant
072263	Unreasonable decision to exclude son from	Advice Given - Other/General
072292	Unreasonable action taken by school	Advice Given
072306	Failure to address threats in classroom	Withdrawn - Withdrawn by Complainant
072325	Unreasonable refusal to release children's report cards	Advice Given - Referred to Agency
072395	Failure to provide counselling services to child	Preliminary Investigation - Partly Resolved in Favour of Complainant
072431	Unreasonable imposition of exclusion policy without fair hearing	Preliminary Investigation - Reasonable Resolution
072554	Unreasonable conduct in the treatment of immigrants in class	Preliminary Investigation - Not Sustained
072576	Unreasonable decision to enforce school uniform	Preliminary Investigation - Not Sustained - Explanation Given
072619	Unreasonable refusal of school card assistance	Preliminary Investigation - Not Sustained - Explanation Given
072685	Unreasonable information provided	Advice Given
072718	Unreasonable decision to suspend child	Advice Given - Other/General
072774	Unreasonable decision to seek debt recovery	Preliminary Investigation - Not Sustained - Explanation Given
072781	Unreasonable decision to suspend child from school	Advice Given
072814	Inappropriate behaviour of staff	Advice Given - Referred to Agency

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072857	Unreasonable decision to exclude student	Preliminary Investigation - Not Sustained - Explanation Given
072934	Lack of information provided	Advice Given - Referred to Agency
072952	Failure to act regarding complaint	Advice Given
072988	Advice sought	Advice Given
073075	Failure to provide adequate education service	Preliminary Investigation - Partly Resolved in Favour of Complainant
Department of Health		
068708	Unreasonable referee information given	Preliminary Investigation - Reasonable Resolution
070202	Advice sought	Advice Given - Other/General
070310	Unreasonable conduct of staff member	Withdrawn - Withdrawn by Complainant
071268	Alleged inability to obtain service	Preliminary Investigation - Not Sustained - Explanation Given
071575	Failure to respond	Preliminary Investigation - Partly Resolved in Favour of Complainant
071980	Unreasonable treatment regarding health services	Declined
072686	Unreasonable service	Advice Given
072772	Unreasonable request to clean up contaminated site	Advice Given
Department of Human Services		
057898	Unreasonable investigation of child abuse allegations	Full Investigation - Sustained - sec 25(1)(b) - unreasonable, unjust, etc.
Department of Primary Industries & Resources		
065387	Unreasonable action regarding mineral claims	Full Investigation - Not Sustained
068732	Unreasonable failure to follow established procedure	Full Investigation - Not Sustained - Explanation Given
069723	Unreasonable decision by agency to plant pine trees adjacent to property	Preliminary Investigation - Not Sustained - Explanation Given
070285	Alleged incorrect TVSP offer	Withdrawn - Withdrawn by Complainant
070571	Failure to respond to correspondence	Declined - Refused to Investigate
071434	Failure to improve water quality to allow fishing activity	Preliminary Investigation - Reasonable Resolution
Department of the Premier and Cabinet		
070469	Failure to carry out proper investigation	Preliminary Investigation - Not Sustained - Explanation Given
070706	Failure to ensure asbestos sheeting is removed safely	Preliminary Investigation - Not Sustained - Explanation Given
070833	Unreasonable delay in providing response	Preliminary Investigation - Reasonable Resolution
071103	Failure to investigate workplace accident in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
071560	Unreasonable refusal of grant application	Advice Given - Other/General
071894	Failure to properly investigate workplace assault	Outside of Jurisdiction
072603	Unreasonable practices	Advice Given
072815	Unreasonable refusal of dangerous goods'	Advice Given - Referred to Agency
073049	Alleged delay in investigating complaint	Preliminary Investigation - Not Sustained - Explanation Given
Department of Transport, Energy and Infrastructure		
068635	Unreasonable refusal of claim	Conciliated - Reasonable Resolution
069086	Unreasonable requirements to obtain licence	Preliminary Investigation - Partly Resolved in Favour of Complainant
069342	Unreasonable delay in implementing licence suspension	Preliminary Investigation - Not Sustained - Explanation Given
070058	Unreasonable expiation notice	Preliminary Investigation - Not Sustained - Explanation Given
070060	Unreasonable refusal of driving instructor licence	Withdrawn - Withdrawn by Complainant
070127	Unreasonable refusal to register electric car	Preliminary Investigation - Not Sustained
070174	Conflict of interest in provision of government service	Advice Given - Other/General
070206	Failure to pay compensation following injury on bus	Preliminary Investigation - Not Sustained - Explanation Given
070224	Failure to respond to complaint	Preliminary Investigation - Not Sustained - Explanation Given
070247	Unreasonable sale of land pledged to council	Full Investigation - Reasonable Resolution
070278	Erroneous decision regarding reinstatement of licence	Advice Given - Other/General
070282	Unreasonable lack of information supplied regarding conditions	Preliminary Investigation - Partly Resolved in Favour of Complainant
070309	Unreasonable cancellation of licence	Preliminary Investigation - Not Sustained - Explanation Given
070318	Unreasonable policy regarding release of personal information	Preliminary Investigation - Not Sustained - Explanation Given
070351	Unreasonable refusal to refund registration fees paid in error	Preliminary Investigation - Reasonable Resolution
070374	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
070413	Alleged conflict between website information and relevant act	Preliminary Investigation - Partly Resolved in Favour of Complainant
070468	Unreasonable decision to restrict parking	Advice Given
070561	Alleged miscommunication resulting in licence application being void	Advice Given - Referred to Agency
070587	Inadequate advice regarding expressway route	Preliminary Investigation - Partly Resolved in Favour of Complainant
070592	Unreasonable lack of information concerning son's licence status	Advice Given
070624	Failure to provide special parking permit	Advice Given
070630	Unreasonable refusal to grant licence	Preliminary Investigation - Not Sustained - Explanation Given
070663	Unreasonable requirement to attend driver assessment clinic	Preliminary Investigation - Not Sustained - Explanation Given
070734	Unreasonable refusal to grant extension of time to lodge form	Preliminary Investigation - Not Sustained - Explanation Given
070861	Unreasonable decision to suspend licence	Preliminary Investigation - Not Sustained - Explanation Given
070885	Inadequate administrative processes	Advice Given
070890	Allegedly exceeding delegated power boundaries	Preliminary Investigation - Partly Resolved in Favour of Complainant
071007	Unreasonable administrative decision/policy	Advice Given
071075	Unreasonable requirement to reapply for licence	Advice Given
071133	Refusal to waive expiation notice	Advice Given - Other/General
071136	Unreasonable refusal of concession fare	Advice Given
071141	Unreasonable delay in processing paperwork	Preliminary Investigation - Reasonable Resolution
071183	Failure to allow driver's licence to be renewed	Advice Given

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071288	Unreasonable release of information	Advice Given
071311	Failure to control water run-off	Withdrawn - Withdrawn by Complainant
071312	Lack of access to bus service	Advice Given
071346	Unreasonable information provided	Advice Given
071369	Unreasonable refusal to issue licence	Preliminary Investigation - Not Sustained - Explanation Given
071395	Refusal to forward new licence	Preliminary Investigation - Not Sustained - Explanation Given
071400	Unreasonable refusal to renew taxi licence	Preliminary Investigation - Not Sustained - Explanation Given
071423	Unreasonable decision to disqualify from driving	Preliminary Investigation - Not Sustained - Explanation Given
071459	Unreasonable requirement to provide copy of will	Advice Given
071473	Alleged maladministration in car registration process	Advice Given
071480	Alleged false advertising	Advice Given
071486	Unreasonable delay in issue of certificate of title	Preliminary Investigation - Not Sustained - Explanation Given
071577	Unreasonable infringement notice	Advice Given
071585	Disputed traffic infringement notice	Advice Given - Referred to Agency
071604	Unreasonable change to bus service	Advice Given - Referred to Agency
071614	Inadequate service	Preliminary Investigation - Not Sustained - Explanation Given
071618	Unreasonable approval of tramline extension	Advice Given - Other/General
071639	Failure to provide information which would identify new owner of motor vehicle	Preliminary Investigation - Partly Resolved in Favour of Complainant
071724	Unreasonable decision to terminate bus route	Advice Given - Referred to Agency
071745	Unreasonable process for obtaining licence	Advice Given
071777	Alleged incorrect information provided at time of renewing licence	Advice Given - Referred to Agency
071820	Unreasonable administrative process	Advice Given - Referred to Agency
071829	Breach of confidentiality	Preliminary Investigation - Not Sustained - Explanation Given
071838	Unreasonable action taken regarding loss of licence	Preliminary Investigation - Not Sustained - Explanation Given
071854	Failure to keep up-to-date records	Advice Given
071866	Unreasonable changes to bus time table and routes	Advice Given - Referred to Agency
071970	Unreasonable criteria applied for gaining full driver's licence	Preliminary Investigation - Not Sustained - Explanation Given
072009	Unfair consequences of not changing recorded information	Preliminary Investigation - Not Sustained - Explanation Given
072012	Unreasonable refusal to renew driver's licence	Preliminary Investigation - Not Sustained - Explanation Given
072014	Unreasonable requirement to reapply for driver's licence once expired	Advice Given - Referred to Agency
072060	Unreasonable valuation of property for purposes of land tax	Preliminary Investigation - Not Sustained
072085	Lack of assistance in regards to complaint	Advice Given
072092	Unreasonable interpretation of act	Advice Given
072109	Failure to approve use of imported power assisted pedal cycle	Preliminary Investigation - Not Sustained - Explanation Given
072110	Unreasonable decision to serve notice on fishing vessel	Advice Given
072114	Failure to advise of condition on licence	Advice Given
072118	Failure to maintain change to records	Preliminary Investigation - Not Sustained - Explanation Given
072119	Unreasonable penalty applied	Preliminary Investigation - Not Sustained - Explanation Given
072130	Unreasonable refusal to grant full driving licence	Preliminary Investigation - Not Sustained - Explanation Given
072135	Unreasonable criterion for issuing driver's licence	Advice Given
072199	Lack of assistance in regards to train delays	Advice Given - Referred to Agency
072260	Unreasonable delay in arranging appointment for vehicle inspection	Preliminary Investigation - Reasonable Resolution
072337	Failure to allow sufficient time for public consultation	Advice Given
072349	Unreasonable management of consultation	Advice Given - Referred to Agency
072376	Refusal to transfer vehicle number plates from joint to single name	Preliminary Investigation - Not Sustained - Explanation Given
072420	Failure to consider public submissions	Preliminary Investigation - Not Sustained - Explanation Given
072455	Unreasonable failure to approve full motor cycle licence	Preliminary Investigation - Not Sustained - Explanation Given
072493	Unreasonable decision regarding driver's licence	Preliminary Investigation - Not Sustained
072509	Unreasonable refusal to accept foreign marriage certificate	Preliminary Investigation - Not Sustained - Explanation Given
072571	Unreasonable change to bus route	Advice Given - Referred to Agency
072615	Lack of assistance in regard to train delays	Advice Given - Referred to Agency
072671	Unreasonable decision to disallow appeal	Preliminary Investigation - Not Sustained - Explanation Given
072673	Unreasonable decision to deny licence to drive motor vehicle	Preliminary Investigation - Not Sustained - Explanation Given
072677	Unreasonable restriction on motor cycle licence training	Preliminary Investigation - Not Sustained - Explanation Given
072688	Alleged error in transaction	Advice Given
072698	Failure to address taxi licence equity issue	Advice Given
072703	Failure to approve application to register vehicle	Preliminary Investigation - Not Sustained - Explanation Given
072704	Unreasonable criteria applied for registration of vehicle	Preliminary Investigation - Not Sustained - Explanation Given
072742	Unreasonable refusal to accept extracts from birth certificate	Preliminary Investigation - Not Sustained - Explanation Given
072752	Unreasonable delay in registering vehicle	Preliminary Investigation - Not Sustained - Explanation Given
072761	Unreasonable decision to move fence	Advice Given - Referred to Agency
072848	Unreasonable refusal to refund payment made in error	Preliminary Investigation - Not Sustained - Explanation Given
072868	Unreasonable requirement to pay for	Advice Given - Referred to Agency
072870	Refusal to waive fines	Advice Given - Referred to Agency
072879	Unreasonable loss of licence	Preliminary Investigation - Partly Resolved in Favour of Complainant
072960	Unreasonable refusal to attend to unsafe road condition	Advice Given - Other/General
073010	Unreasonable decision to refuse financial assistance	Preliminary Investigation - Not Sustained - Explanation Given
073072	Failure to respond to tender in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
073078	Unreasonable conditions applied to licence	Advice Given

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Department of Treasury and Finance		
068431	Alleged failure to complete renovations in reasonable time	Full Investigation - Partly Resolved in Favour of Complainant
069601	Alleged exorbitant increase in land tax	Preliminary Investigation - Not Sustained - Explanation Given
070071	Unreasonable investigation into charge	Preliminary Investigation - Reasonable Resolution
070135	Unreasonable imposition of late payment penalty	Preliminary Investigation - Not Sustained - Explanation Given
070456	Unreasonable land tax assessment	Preliminary Investigation - Not Sustained - Explanation Given
070699	Excessively high charge	Advice Given
070742	Unreasonable charge	Advice Given
070839	Failure to remove default record	Preliminary Investigation - Partly Resolved in Favour of Complainant
070989	Failure to act in a reasonable manner	Preliminary Investigation - Reasonable Resolution
071099	Failure to respond to correspondence	Preliminary Investigation - Not Sustained - Explanation Given
071398	Unreasonable requirement to pay amount in arrears	Preliminary Investigation - Not Sustained - Explanation Given
071413	Unfairly charged stamp duty	Advice Given
071524	Unreasonable increase in land tax	Preliminary Investigation - Not Sustained
071525	Unreasonable increase in land tax	Preliminary Investigation - Not Sustained - Explanation Given
071569	Unreasonable delay in responding to valuation objection	Advice Given - Referred to Agency
071590	Unreasonable increase in land tax	Preliminary Investigation - Not Sustained - Explanation Given
071594	Unreasonable amount payable for land tax	Preliminary Investigation - Not Sustained - Explanation Given
071721	Unreasonable fee charge to provide valuation details	Advice Given - Other/General
071781	Unreasonable increase in land tax	Advice Given
071877	Unreasonable imposition of land tax	Preliminary Investigation - Partly Resolved in Favour of Complainant
072023	Unreasonable application of penalty interest to unpaid land tax	Preliminary Investigation - Not Sustained - Explanation Given
072147	Unreasonable imposition of fine	Preliminary Investigation - Reasonable Resolution
072180	Unreasonable charge	Advice Given
072265	Unreasonably high fees for late payment of land	Advice Given
072270	Failure to make financial correction on land tax	Advice Given
072276	Unreasonable decision to charge for arrears due to internal error	Preliminary Investigation - Not Sustained - Explanation Given
072296	Unreasonable imposition of charges	Advice Given
072497	Unreasonable determination of starting date of pension	Preliminary Investigation - Not Sustained - Explanation Given
072498	Unreasonable refusal to approve First Home Owners Grant	Preliminary Investigation - Not Sustained - Explanation Given
072606	Advice sought	Advice Given
072763	Unreasonable decision to reject application	Preliminary Investigation - Not Sustained - Explanation Given
072832	Unreasonable duty assessed	Declined - Alternate Remedy
072853	Unreasonable imposition of land tax	Advice Given
072909	Failure to provide objectivity in a process	Advice Given
Department of Further Education, Employment, Science & Technology		
066233	Unreasonable management of application	Preliminary Investigation - Partly Resolved in Favour of Complainant
068790	Alleged failure to provide adequate education standard	Preliminary Investigation - Partly Resolved in Favour of Complainant
070130	Unreasonable disclosure of email correspondence to staff member	Preliminary Investigation - Not Sustained - Explanation Given
070183	Unreasonable increase in fees	Preliminary Investigation - Reasonable Resolution
070573	Unreasonable refusal of apprenticeship allowance	Advice Given
070919	Failure to provide adequate instructions	Declined - Alternate Remedy
070993	Failure to investigate complaint adequately	Preliminary Investigation - Not Sustained - Explanation Given
071157	Alleged failure to respond to correspondence	Advice Given - Referred to Agency
071275	Unreasonable refusal to reduce course fee	Advice Given
071337	Alleged rude and unhelpful attitude of officer	Preliminary Investigation - Partly Resolved in Favour of Complainant
071660	Unreasonable refusal of refund	Preliminary Investigation - Partly Resolved in Favour of Complainant
071759	Unreasonable requirement to pay fees up-front	Advice Given
071940	Refusal to replace certificates	Advice Given - Other/General
071953	Unfair conditions imposed for enrolment	Preliminary Investigation - Not Sustained - Explanation Given
071990	Unreasonable interview process	Advice Given
072139	Failure to acknowledge a duty of care	Advice Given
072580	Unreasonable outcome of commission hearing	Advice Given - Other/General
072810	Unreasonable refusal of funding	Advice Given - Other/General
072899	Failure to inform of obligation to hold licence	Preliminary Investigation - Not Sustained - Explanation Given
Department of Water, Land & Biodiversity Conservation		
061805	Alleged unreasonable delay	Full Investigation - Partly Resolved in Favour of Complainant
061806	Alleged failure to honour offer	Full Investigation - Partly Resolved in Favour of Complainant
070862	Unreasonable water rates	Determination - Section 132 Water Resources
070968	Failure to respond	Preliminary Investigation - Not Sustained - Explanation Given
071349	Unreasonable conditions with regard to water supply	Advice Given
072286	Unreasonable decision in regard to water use	Declined - Refused to Investigate
072937	Unreasonable decision to enforce payment of excess water	Preliminary Investigation - Not Sustained - Explanation Given
Environment Protection Authority		
067912	Unreasonable and/or improper actions in relation to development application	Full Investigation - Partly Resolved in Favour of Complainant
068637	Alleged failure to adequately investigate environmental impact of waste water treatment system	Preliminary Investigation - Partly Resolved in Favour of Complainant
070330	Unreasonable investigation conducted by officer	Advice Given
070562	Unreasonable investigation of complaint	Advice Given
070767	Failure to respond to complaint	Full Investigation - Partly Resolved in Favour of Complainant

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071140	Failure to act on pollution and environmental concerns	Preliminary Investigation - Not Sustained - Explanation Given
071410	Alleged breach of confidentiality	Advice Given
071534	Failure to take adequate action regarding environmental nuisance	Preliminary Investigation - Partly Resolved in Favour of Complainant
072922	Failure to respond to complaint	Preliminary Investigation - Not Sustained - Explanation Given
SA Housing Trust		
069119	Alleged failure to protect confidentiality of information	Preliminary Investigation - Not Sustained - Explanation Given
069167	Alleged failure to calculate payments correctly	Preliminary Investigation - Not Sustained - Explanation Given
069391	Alleged failure to provide due care	Preliminary Investigation - Reasonable Resolution
069486	Alleged failure to remove housing improvement order	Preliminary Investigation - Reasonable Resolution
070167	Alleged miscalculation of rent	Preliminary Investigation - Partly Resolved in Favour of Complainant
070192	Failure to deal with disruptive tenant complaint	Advice Given - Other/General
070193	Delays in providing maintenance service	Preliminary Investigation - Reasonable Resolution
070204	Unreasonable refusal to grant transfer	Preliminary Investigation - Reasonable Resolution
070210	Delay in providing updated kitchen	Preliminary Investigation - Not Sustained - Explanation Given
070240	Refusal to allow tenant to purchase property	Advice Given - Other/General
070248	Unfair decision to evict	Advice Given - Other/General
070271	Failure to provide adequate maintenance service	Preliminary Investigation - Partly Resolved in Favour of Complainant
070277	Unreasonable refusal to compensate	Declined - Refused to Investigate
070284	Unreasonable refusal to attend to maintenance problem correctly	Full Investigation - Reasonable Resolution
070292	Unreasonable delay in providing heating	Preliminary Investigation - Reasonable Resolution
070297	Unreasonable decision to evict	Preliminary Investigation - Not Sustained - Explanation Given
070298	Unreasonable requirement to provide access to property without notice	Declined - Refused to Investigate
070301	Unreasonable decision to refuse allocation of additional housing	Advice Given - Other/General
070325	Unreasonable decision based on policy	Advice Given
070331	Unreasonable delay in organising transfer	Advice Given
070336	Unreasonable management of problem neighbour	Advice Given
070339	Delays in allocating housing	Preliminary Investigation - Reasonable Resolution
070358	Unreasonable decision to transfer to another property	Advice Given
070372	Unreasonable decision to withdraw offer to sell property	Advice Given
070378	Unreasonable delay in allocating housing	Advice Given - Referred to Agency
070379	Unreasonable delay in transferring	Preliminary Investigation - Reasonable Resolution
070386	Alleged delay in providing maintenance service	Preliminary Investigation - Reasonable Resolution
070387	Failure to deal with disruptive tenant	Preliminary Investigation - Not Sustained - Explanation Given
070396	Alleged delay in transferring	Preliminary Investigation - Not Sustained - Explanation Given
070422	Unreasonable delays in providing maintenance service	Preliminary Investigation - Reasonable Resolution
070437	Unreasonable delay in providing transfer	Advice Given
070464	Failure to deal with disruptive neighbour	Withdrawn
070467	Failure to provide timely maintenance service	Preliminary Investigation - Partly Resolved in Favour of Complainant
070566	Failure to maintain property to a reasonable standard	Preliminary Investigation - Reasonable Resolution
070591	Unreasonable refusal to refund overpaid rent	Advice Given
070593	Unreasonable delay in providing housing	Advice Given
070595	Unreasonable refusal to remove shed after fire damage	Preliminary Investigation - Not Sustained - Explanation Given
070608	Unreasonable imposition of damages bill	Preliminary Investigation - Not Sustained - Explanation Given
070613	Unreasonable delay in fixing septic system	Preliminary Investigation - Reasonable Resolution
070637	Failure to upgrade kitchen	Preliminary Investigation - Not Sustained - Explanation Given
070638	Failure to assist with loan	Preliminary Investigation - Not Sustained - Explanation Given
070645	Unreasonable refusal to postpone home visit	Preliminary Investigation - Not Sustained - Explanation Given
070668	Unreasonable housing offers	Advice Given
070725	Unreasonable delay in attending to maintenance problem	Preliminary Investigation - Reasonable Resolution
070747	Failure to provide housing in a timely manner	Advice Given
070755	Failure to attend to maintenance in a timely	Preliminary Investigation - Reasonable Resolution
070765	Incorrect calculation of rent arrears	Preliminary Investigation - Not Sustained - Explanation Given
070771	Unreasonable debt for non return of bond	Advice Given - Other/General
070774	Unreasonable refusal to provide housing	Declined
070795	Unreasonable delay in providing housing	Advice Given - Referred to Agency
070806	Failure to provide housing within reasonable time	Advice Given
070827	Alleged delay in allocating housing	Preliminary Investigation - Not Sustained - Explanation Given
070838	Unreasonable refusal to investigate complaint	Advice Given
070852	Alleged delay in allocating housing	Preliminary Investigation - Not Sustained - Explanation Given
070856	Alleges lack of action regarding disruptive neighbour	Advice Given
070859	Unreasonable decision regarding accommodation	Advice Given - Other/General
070901	Unreasonable delay in providing housing	Preliminary Investigation - Not Sustained - Explanation Given
070913	Unreasonable refusal to grant housing	Advice Given
070914	Unreasonable delay in addressing complaint	Preliminary Investigation - Not Sustained - Explanation Given
070915	Unreasonable delay in attending to maintenance issues	Advice Given
070929	Failure to inspect property in a timely manner	Advice Given
070950	Failure to provide accommodation	Advice Given
070958	Alleged lack of action regarding problems from neighbouring property	Advice Given
070994	Failure to offer appropriate housing	Preliminary Investigation - Partly Resolved in Favour of Complainant
071001	Failure to allocate housing	Preliminary Investigation - Partly Resolved in Favour of Complainant
071009	Unreasonable refusal to provide information regarding contractor	Preliminary Investigation - Not Sustained - Explanation Given

Government Departments
Complaints finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
071054	Unreasonable refusal to house in vacant house	Advice Given - Other/General
071061	Failure to deal with disruptive tenant	Preliminary Investigation - Not Sustained - Explanation Given
071069	Delay in allocating housing	Preliminary Investigation - Not Sustained - Explanation Given
071073	Unreasonable invasion of privacy	Advice Given
071081	Unreasonable frequency of housing inspection	Preliminary Investigation - Not Sustained - Explanation Given
071083	Unreasonable delay in attending to incorrect wiring problem	Preliminary Investigation - Partly Resolved in Favour of Complainant
071122	Delay in transferring to another property	Preliminary Investigation - Not Sustained - Explanation Given
071127	Unreasonable delay in providing housing	Advice Given
071158	Alleged failure to provide adequate maintenance	Preliminary Investigation - Partly Resolved in Favour of Complainant
071167	Unreasonable decision to threaten eviction	Advice Given
071188	Unreasonable delay in concluding sale of	Outside of Jurisdiction
071190	Unreasonable decision to pursue cost recovery	Preliminary Investigation - Not Sustained - Explanation Given
071192	Unreasonable refusal to provide a sleep out	Advice Given
071207	Refusal to act regarding maintenance issues	Preliminary Investigation - Partly Resolved in Favour of Complainant
071209	Unreasonable decision	Advice Given
071218	Unreasonable delay in providing housing	Advice Given
071235	Failure to act on complaint regarding disruptive neighbour	Preliminary Investigation - Partly Resolved in Favour of Complainant
071255	Failure to forward funds	Advice Given
071281	Unreasonable decision to refuse allocation of housing	Advice Given
071302	Unreasonable delay in finding accommodation	Preliminary Investigation - Partly Resolved in Favour of Complainant
071316	Unreasonable delay in evicting problem neighbour	Preliminary Investigation - Not Sustained - Explanation Given
071320	Unreasonable delay in resolving dispute	Advice Given
071327	Unreasonable disclosure of information	Preliminary Investigation - Reasonable Resolution
071332	Alleged failure to provide adequate maintenance service	Preliminary Investigation - Not Sustained - Explanation Given
071351	Unfair treatment due to disruptive neighbour	Preliminary Investigation - Not Sustained - Explanation Given
071364	Failure to provide insulation when making repairs to walls	Preliminary Investigation - Not Sustained - Explanation Given
071381	Unreasonable refusal to move light pole	Preliminary Investigation - Not Sustained - Explanation Given
071399	Alleged inadequate systems for the calculation of rent	Preliminary Investigation - Reasonable Resolution
071407	Unreasonable management of application form	Advice Given
071415	Undue delay in providing housing	Advice Given
071437	Unreasonable action	Advice Given
071460	Unreasonable requirement to move house	Advice Given
071465	Unreasonable tenancy management process	Preliminary Investigation - Not Sustained - Explanation Given
071497	Unreasonable delay in providing adequate maintenance	Preliminary Investigation - Reasonable Resolution
071526	Failure to properly record history of incidents	Preliminary Investigation - Not Sustained - Explanation Given
071543	Advice regarding housing matter	Advice Given
071544	Unreasonable provision of maintenance	Advice Given
071546	Unreasonable withdrawal of housing offer	Preliminary Investigation - Not Sustained - Explanation Given
071554	Unreasonable refusal to install air conditioner	Preliminary Investigation - Not Sustained - Explanation Given
071561	Refusal to assist regarding disruptive tenants	Advice Given - Referred to Agency
071588	Refusal to forward bond as agreed	Advice Given - Referred to Agency
071638	Failure to compensate for damage to property	Outside of Jurisdiction
071647	Unreasonable refusal to repair house prior to sale	Preliminary Investigation - Not Sustained - Explanation Given
071649	Failure to carry out maintenance in a timely	Preliminary Investigation - Reasonable Resolution
071652	Unreasonable termination of tenancy	Preliminary Investigation - Reasonable Resolution
071707	Unreasonable requirement to pay account	Preliminary Investigation - Reasonable Resolution
071718	Lack of assistance regarding disruptive neighbour	Preliminary Investigation - Not Sustained - Explanation Given
071725	Unreasonable refusal of concession for rent	Advice Given - Referred to Agency
071726	Lack of assistance regarding disruptive tenant	Advice Given - Referred to Agency
071727	Unreasonable delay with housing allocation	Preliminary Investigation - Not Sustained - Explanation Given
071735	Unreasonable delay in finding accommodation	Preliminary Investigation - Not Sustained - Explanation Given
071767	Unreasonable investigation	Advice Given
071789	Lack of assistance in regards to disruptive tenant	Advice Given - Referred to Agency
071800	Failure to maintain property in a timely manner	Preliminary Investigation - Reasonable Resolution
071807	Unreasonable refusal to deal with tree	Preliminary Investigation - Reasonable Resolution
071822	Unreasonable assistance in regards to disruptive tenants	Advice Given - Referred to Agency
071856	Failure to take action against disruptive neighbour	Advice Given
071858	Failure to arrange housing	Preliminary Investigation - Not Sustained - Explanation Given
071882	Unreasonable refusal of bond	Advice Given
071884	Concern regarding housing matter	Advice Given
071958	Failure to process transfer in a timely manner	Advice Given
071965	Failure to carry out maintenance in a timely	Preliminary Investigation - Reasonable Resolution
071981	Unreasonable delay in addressing plumbing problem	Preliminary Investigation - Reasonable Resolution
071984	Disputed maintenance arrears	Advice Given - Referred to Agency
071985	Lack of assistance in regards to disruptive tenant	Advice Given - Referred to Agency
071986	Alleged disputed arrears	Preliminary Investigation - Partly Resolved in Favour of Complainant
071992	Unreasonable termination of tenancy	Advice Given
072025	Unreasonable increase in debt despite ongoing payments	Outside of Jurisdiction
072036	Advice sought	Advice Given
072039	Failure to take action to control disruptive tenant	Preliminary Investigation - Not Sustained - Explanation Given
072041	Failure to advise regarding abandoned goods	Advice Given
072044	Advice sought	Advice Given
072076	Unreasonable delay in putting up verandah	Advice Given
072082	Inadequate investigation of complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072098	Advice given regarding same complaint	Advice Given
072127	Unreasonable refusal to remove tree	Preliminary Investigation - Not Sustained - Explanation Given
072131	Unreasonable refusal to make second offer of housing	Preliminary Investigation - Not Sustained - Explanation Given
072134	Inadequate action regarding disruptive tenant	Advice Given
072136	Failure to allocate housing	Advice Given
072165	Unreasonable withdrawal of home placement	Advice Given
072179	Unreasonable investigation	Advice Given
072201	Unreasonable refusal to assist with rent	Preliminary Investigation - Not Sustained
072210	Unreasonable refusal to deal with vermin problem	Preliminary Investigation - Not Sustained - Explanation Given
072215	Failure to provide adequate housing	Preliminary Investigation - Partly Resolved in Favour of Complainant
072268	Failure to allocate housing	Preliminary Investigation - Not Sustained - Explanation Given
072274	Alleged insufficient information regarding offer to buy property	Preliminary Investigation - Not Sustained - Explanation Given
072279	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained - Explanation Given
072300	Failure to arrange transfer	Preliminary Investigation - Not Sustained - Explanation Given
072308	Unreasonable delay with transfer	Advice Given - Referred to Agency
072317	Unreasonable delay with transfer	Preliminary Investigation - Not Sustained - Explanation Given
072320	Lack of assistance in regard to disruptive tenants	Preliminary Investigation - Not Sustained - Explanation Given
072324	Alleged breach of privacy	Advice Given - Referred to Agency
072328	Unreasonable decision to threaten eviction	Preliminary Investigation - Not Sustained - Explanation Given
072371	Unreasonable decision to evict	Outside of Jurisdiction
072398	Unreasonable decision to refuse to transfer	Advice Given
072439	Failure to provide adequate maintenance service	Preliminary Investigation - Reasonable Resolution
072477	Disputed sale of property	Advice Given - Referred to Agency
072483	Unreasonable refusal to investigate allegation of incorrect account	Advice Given - Referred to Agency
072500	Unreasonable delay in approving new fence	Preliminary Investigation - Reasonable Resolution
072514	Lack of assistance in regards to unsightly property	Preliminary Investigation - Reasonable Resolution
072537	Unreasonable attitude of staff	Advice Given - Referred to Agency
072562	Unreasonable action concerning debt	Advice Given
072581	Lack of assistance regarding transfer	Advice Given - Referred to Agency
072584	Disputed rent arrears	Advice Given - Referred to Agency
072596	Alleged excessive smoke from chimney	Advice Given
072601	Unreasonable treatment	Advice Given - Referred to Agency
072641	Unreasonable charge	Advice Given
072642	Unreasonable management of rent calculations	Advice Given - Other/General
072663	Unreasonable delay in processing maintenance order	Preliminary Investigation - Reasonable Resolution
072676	Unreasonable eviction	Preliminary Investigation - Not Sustained - Explanation Given
072678	Disputed arrears	Advice Given - Other/General
072694	Refusal to return telephone calls	Preliminary Investigation - Not Sustained
072697	Failure to provide housing in a timely manner	Advice Given
072700	Failure to carry out maintenance in a timely	Preliminary Investigation - Reasonable Resolution
072732	Unreasonable delay in finding appropriate accommodation	Advice Given - Referred to Agency
072747	Unreasonable behaviour of officer	Advice Given
072748	Unreasonable delay in providing housing	Advice Given
072780	Unreasonable policy to refuse security screens on windows	Advice Given
072787	Unreasonable assessment for rent	Preliminary Investigation - Not Sustained - Explanation Given
072817	Unreasonable delay regarding maintenance problems	Advice Given - Advice Given to Agency
072818	Lack of assistance in regards to drainage	Preliminary Investigation - Reasonable Resolution
072849	Unreasonable increase in rent	Preliminary Investigation - Not Sustained - Explanation Given
072880	Advice given	Advice Given
072881	Advice given	Advice Given
072896	Unreasonable requirement to clean up yard	Preliminary Investigation - Partly Resolved in Favour of Complainant
072897	Unreasonable delay in allocating house	Preliminary Investigation - Partly Resolved in Favour of Complainant
072907	Failure to take action	Advice Given
072939	Unreasonable length of time to wait on phone	Declined - Refused to Investigate
072958	Unreasonable allocation of credit amount to a debt amount	Preliminary Investigation - Reasonable Resolution
072962	Advice sought	Advice Given
072967	Unreasonable refusal to continue phone conversation	Preliminary Investigation - Reasonable Resolution
072972	Unreasonable length of time to undertake maintenance work	Advice Given - Other/General
072980	Refusal to make payment for electricity used	Advice Given - Referred to Agency
072981	Unreasonable increase in rent	Advice Given - Referred to Agency
073026	Unreasonable delay in providing transfer	Preliminary Investigation - Not Sustained - Explanation Given
073064	Unreasonable delay in processing form	Advice Given
073065	Unreasonable delay in addressing problem	Advice Given
073071	Unreasonable delay in transfer	Advice Given
SA Water Corporation		
069599	Alleged unacceptable quality of effluent discharge	Preliminary Investigation - Not Sustained - Explanation Given
070082	Alleged failure to grant leakage allowance	Preliminary Investigation - Not Sustained - Explanation Given
070126	Unreasonable refusal to approve construction over easement	Preliminary Investigation - Not Sustained - Explanation Given
070207	Unreasonable inaction to substantiate payment	Preliminary Investigation - Partly Resolved in Favour of Complainant
070272	Unreasonable imposition of charge	Advice Given - Referred to Agency
070311	Miscalculation of charges	Preliminary Investigation - Not Sustained - Explanation Given
070370	Unreasonable service fee charge	Advice Given
070470	Failure to provide justification for requirement to install equipment	Advice Given

Government Departments
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FILE NO.	COMPLAINT DETAILS	OUTCOME
070482	Unreasonable refusal to grant additional water connections	Preliminary Investigation - Not Sustained - Explanation Given
070519	Unreasonable requirement to pay retrospective charges	Advice Given
070658	Unreasonable account	Preliminary Investigation - Not Sustained - Explanation Given
070667	Unreasonable explanation for high account	Advice Given - Referred to Agency
070812	Unreasonable requirement to pay cost of replacing meter	Advice Given
070826	Unreasonable basis for water rates	Preliminary Investigation - Not Sustained - Explanation Given
070831	Alleged miscalculation of rates	Preliminary Investigation - Reasonable Resolution
070832	Failure to advise of meter change and associated costs	Preliminary Investigation - Partly Resolved in Favour of Complainant
070842	Alleged incorrect water account	Declined
070886	Unfair eligibility criteria for rebate	Advice Given - Other/General
070966	Unreasonable administrative process	Preliminary Investigation - Not Sustained - Explanation Given
071047	Failure to act thus incurring personal expenditure	Preliminary Investigation - Not Sustained - Explanation Given
071076	Alleged miscalculation of water rates	Preliminary Investigation - Reasonable Resolution
071114	Water meter installed in wrong position	Advice Given - Other/General
071128	Unreasonable explanation about meter arrangements	Preliminary Investigation - Not Sustained - Explanation Given
071144	Failure to ensure access to property	Preliminary Investigation - Not Sustained - Explanation Given
071205	Lack of information regarding meter replacement	Preliminary Investigation - Not Sustained - Explanation Given
071247	Unreasonable decision to recovery previous owner's debt	Advice Given
071256	Excessive account	Advice Given
071261	Unreasonable charge	Preliminary Investigation - Not Sustained - Explanation Given
071295	Alleged unreasonable charges	Advice Given
071305	Unreasonable requirement to pay for disconnection of pipe	Advice Given
071362	Excessively high account	Advice Given
071366	Excessive water account	Advice Given
071386	Unreasonable charge to replace meter	Advice Given
071418	Unfair criteria for eligibility for concession	Preliminary Investigation - Reasonable Resolution
071435	Incorrect advice regarding cost of water	Preliminary Investigation - Reasonable Resolution
071451	Unreasonable decision to change payment arrangements	Preliminary Investigation - Partly Resolved in Favour of Complainant
071529	Disputed account	Advice Given - Other/General
071597	Unreasonable delay in organising connection	Advice Given
071599	Unreasonably high charges for extending water main	Preliminary Investigation - Not Sustained - Explanation Given
071621	Unreasonable decision to charge for service not used	Advice Given - Other/General
071717	Unreasonable decision refuse a watering permit	Preliminary Investigation - Not Sustained - Explanation Given
071722	Disputed account	Advice Given - Referred to Agency
071755	Failure to provide explanation	Preliminary Investigation - Reasonable Resolution
071770	Unreasonable requirement to pay for unused sewerage service	Advice Given - Referred to Agency
071849	Excessive account	Preliminary Investigation - Reasonable Resolution
071853	Disputed account	Advice Given - Other/General
071865	Alleged duplication of account	Advice Given
071897	Unreasonably high charge for service fee	Preliminary Investigation - Partly Resolved in Favour of Complainant
071925	Unreasonable requirement to pay sewer rates	Preliminary Investigation - Not Sustained - Explanation Given
071955	Unreasonable failure to address odour emissions from sewer pipe	Advice Given - Referred to Agency
072018	Unreasonable imposition of charges for service on vacant land	Advice Given
072027	Unreasonably high account	Preliminary Investigation - Not Sustained - Explanation Given
072075	Unreasonable delay in installing new meter	Preliminary Investigation - Partly Resolved in Favour of Complainant
072079	Unreasonable delay in repairing burst water pipe	Advice Given - Referred to Agency
072116	Failure to grant concession on concealed leak	Advice Given
072144	Failure to grant concession on water rates	Preliminary Investigation - Partly Resolved in Favour of Complainant
072153	Unreasonable refusal of leakage allowance	Preliminary Investigation - Not Sustained - Explanation Given
072164	Unreasonable refusal to change day for sprinkler use	Preliminary Investigation - Not Sustained - Explanation Given
072172	Unreasonable charge for high water usage	Declined - Alternate Remedy
072191	Unreasonable delay in repairing stormwater leak	Preliminary Investigation - Reasonable Resolution
072224	Excessively high account	Advice Given
072253	Unreasonable explanation of high account	Advice Given
072294	Unreasonable decision to impose charge	Advice Given
072323	Unreasonable decision to estimate water reading	Advice Given - Referred to Agency
072335	Alleged refusal to provide information	Preliminary Investigation - Reasonable Resolution
072369	Unreasonable cost for connection of water and sewerage	Advice Given - Referred to Agency
072380	Unreasonable refusal to remove beehive	Advice Given
072403	Unreasonable decision to refuse to move water meter	Advice Given
072404	Failure to move water meter to right side of boundary	Advice Given
072437	Excessively high account	Preliminary Investigation - Not Sustained - Explanation Given
072460	Unreasonable account	Advice Given
072463	Unreasonable charge	Advice Given
072474	Refusal to act on complaint regarding damaged drains	Preliminary Investigation - Reasonable Resolution
072480	Unreasonable demands for payment	Preliminary Investigation - Partly Resolved in Favour of Complainant
072485	Unreasonable excess water bill	Advice Given
072558	Unreasonable information provided	Advice Given
072661	Alleged excessive account	Advice Given - Referred to Agency
072753	Failure to carry out maintenance in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
072795	Excessive account	Advice Given - Other/General
072797	Unreasonable delay in finalising a payment arrangement	Preliminary Investigation - Reasonable Resolution
072800	Unreasonable refusal of concession	Preliminary Investigation - Reasonable Resolution

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072807	Unreasonable refusal to renew account	Advice Given
072895	Failure to investigate complaint	Preliminary Investigation - Reasonable Resolution
072915	Failure to send correct account	Advice Given
072944	Unreasonable imposition of charge for water use	Preliminary Investigation - Not Sustained - Explanation Given
073009	Unreasonable decision to impose charge for services	Preliminary Investigation - Reasonable Resolution
073021	Unreasonable decision to revoke permits	Advice Given
073033	Unreasonable delay in repairing water leak	Advice Given - Other/General
073050	Unreasonable decision to request copy of will for concession purposes	Preliminary Investigation - Not Sustained - Explanation Given
073054	Refusal to maintain sewerage system	Advice Given - Other/General
073082	Apparent overcharge for water rates	Preliminary Investigation - Not Sustained - Explanation Given
State Electoral Office		
070187	Unreasonable requirement to withdraw electoral advertisement	Declined - Refused to Investigate
070964	Unreasonable acceptance of nomination for	Declined - Alternate Remedy

Local Government Council
Complaints finalised 1 July 2006 to 30 June 2007

Agency	Advice Given	Advice Given to Agency	Alternate Remedy	Not Sustained	Not Sustained - Explanation Given	Other/General	Out of Time	Outside of Jurisdiction	Partly Resolved in Favour of Complainant	Reasonable Resolution	Referred to Agency	Refused to Investigate	Sustained - sec 25(1)(a) - contrary to law	Sustained - sec 25(1)(b) - unreasonable, unjust, etc.	Withdrawn	Withdrawn by Complainant	Total
District Council of Elliston	1																1
Adelaide Hills Council	8				4	6	1		1	3	5						28
Alexandrina Council	3				3	1			1	1				1			10
Berri Barmera Council	2								1	2	1					1	7
City of Adelaide	10		1		9	5			3	1	1					1	32
City of Burnside	4		2	1	5				1	1						1	15
City of Charles Sturt	7				9	3			2	3	3						27
City of Holdfast Bay	4			1	5				1	5		1					17
City of Mitcham	4				4	3			2	1	3				1		18
City of Mount Gambier					1					1							2
City of Norwood, Payneham & St Peters	1				1				1	1	3					1	8
City of Onkaparinga	9				13	3			4	4	7						40
City of Playford	6			1	1	2			1	4	5						20
City of Port Adelaide Enfield	8			1	8	3		1		4	4						29
City of Port Lincoln	1																1
City of Prospect	4				2	1			1	2						2	12
City of Salisbury	7				6	3		1	1	6	6						30
City of Tea Tree Gully	6				1	8	3			1	1						20
City of West Torrens	5			1	7				2	5	4						24
Clare and Gilbert Valleys Council					2							1					3
Corporation of the City of Campbelltown	3		1		6				1	1	1	1					14
Corporation of the City of Marion	1		1		7	3			5	3	2	1				1	24
Corporation of the City of Port Augusta	2				1	1				1	2						7
Corporation of the City of Unley	3		1		8					2	1						15
Corporation of the City of Whyalla			1		3						1						5
Corporation of the Town of Walkerville	1			2	3					1	1		1				9
Corporation of the Town of Gawler	2				2				1	2	1						8
Council of Roxby Downs	1																1
District Council of Barunga West	1																1
District Council of Ceduna	3				2				1								6
District Council of Cleve	2																2
District Council of Coober Pedy	1					1					1						3
District Council of Coorong	1				1	1				1							4
District Council of Grant	2			1	1	1											5
District Council of Lower Eyre Peninsula									1	1							2
District Council of Loxton Waikerie	2																2
District Council of Mallala	1					1			1								3
District Council of Mount Barker	3				1						1						5
District Council of Mount Remarkable	2									1	1						4
District Council of Peterborough	1				2					1							4
District Council of Renmark Paringa					2						1						3
District Council of Robe	1		1		4	5			2	1	1						15
District Council of the Copper Coast	3				5	1					1						10
District Council of Tumby Bay											1						1
District Council of Yankalilla			1		1				3	1							6
District Council of Yorke Peninsula	4				2						2						8
Kangaroo Island Council	1				4	1				1							7
Light Regional Council	3				5	1			2	2					1		14
Mid Murray Council	2				6	1			1	2	2						14
Naracoorte Lucindale Council	2				2	2				1	2						9
Port Pirie Regional Council	1				2	2					1				1		7
Regional Council of Goyder	1				3												4
Rural City of Murray Bridge		1			2	1					1						5
Southern Mallee District Council									1			1					2
The Barossa Council	1				1												2
The District Council of Mount Barker	1		1		2	1			1								6
The Flinders Ranges Council										1							1
Victor Harbor City Council	1				4					1						1	7
Wakefield Regional Council	1				1	1											3
Wattle Range Council	2				3				1								6
Total	146	1	10	9	174	57	1	2	43	71	65	6	1	1	4	7	598

Local Government Council

Summary of outcomes of enquiries and reviews finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
District Council of Elliston		
071195	Refusal to compensate for acquisition of land	Advice Given
Adelaide Hills Council		
067007	Unreasonable action regarding change of use of community land	Full Investigation - Partly Resolved in Favour of Complainant
070527	Unreasonable delay in properly investigating dog complaint	Preliminary Investigation - Not Sustained - Explanation Given
070549	Failure to provide information	Preliminary Investigation - Reasonable Resolution
071010	Inadequate investigation of complaint	Advice Given - Other/General
071037	Failure to advise of neighbouring development	Advice Given
071055	Unreasonable increase in rates	Advice Given - Referred to Agency
071074	Unreasonable planning decision	Advice Given
071108	Unreasonable decision to refer debt to collection agency	Advice Given
071155	Alleged overcharge of rates	Advice Given - Other/General
071414	Disputed council rates	Preliminary Investigation - Not Sustained - Explanation Given
071632	Unreasonable action regarding barking dog complaint	Preliminary Investigation - Not Sustained - Explanation Given
071693	Failure to process development application in a timely manner	Preliminary Investigation - Reasonable Resolution
071734	Refusal to seal road	Preliminary Investigation - Reasonable Resolution
071843	Disputed development application	Advice Given - Referred to Agency
071872	Failure to process development application in a timely manner	Advice Given
072000	Unreasonable order	Advice Given
072166	Unreasonable delay in replying to	Advice Given
072200	Failure to investigate	Advice Given - Referred to Agency
072410	Unreasonable management of planning	Advice Given
072454	Refusal to approve application for existing boarding kennel	Advice Given - Other/General
072461	Unreasonable delay	Advice Given
072494	Unreasonable lease agreement	Declined - Out of Time
072736	Unreasonable requirements regarding contract	Advice Given - Other/General
072744	Refusal to investigate complaints	Advice Given - Other/General
072811	Unreasonable processing of development application	Advice Given - Other/General
072957	Unreasonable changes to development application for shed	Advice Given - Referred to Agency
072961	Unreasonable delay in dealing with damage to property	Preliminary Investigation - Not Sustained - Explanation Given
072979	Disputed parking infringement	Advice Given - Referred to Agency
Alexandrina Council		
062425	Unreasonable processing of development application	Full Investigation - Sustained - sec 25(1)(b) - unreasonable, unjust, etc.
070574	Unreasonable decision to provide access to documents	Preliminary Investigation - Not Sustained - Explanation Given
070785	Unreasonable use of authority	Advice Given
070938	Unreasonable penalty on rates	Preliminary Investigation - Reasonable Resolution
071107	Unreasonable delay in providing service	Preliminary Investigation - Not Sustained - Explanation Given
071359	Unreasonable process	Advice Given - Other/General
071677	Unreasonable decision to disclose identity in reporting complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
071739	Unreasonable decision to approve development application	Preliminary Investigation - Not Sustained - Explanation Given
071910	Failure to address issues in complaint	Advice Given
072394	Failure to process application in a timely manner	Advice Given
Berri Barmera Council		
069571	Unreasonable delay in attending to barking dog problem	Preliminary Investigation - Reasonable Resolution
070563	Unreasonable investigation of complaint	Advice Given
070584	Unreasonable refusal to refund	Preliminary Investigation - Reasonable Resolution
071607	Failure to enforce court ordered conditions of development approval	Preliminary Investigation - Partly Resolved in Favour of Complainant
072070	Unreasonable refusal of development application	Advice Given
072983	Disputed fee for sewerage connection	Advice Given - Referred to Agency
City of Adelaide		
067540	Unreasonable development application	Full Investigation - Partly Resolved in Favour of Complainant
070194	Unreasonable decision regarding access to	Declined - Refused to Investigate
070196	Unreasonable requirement to pay higher than usual utilities account	Advice Given - Other/General
070274	Inappropriateness of the issue of an emergency order	Advice Given - Other/General
070340	Unreasonable imposition of late payment fee	Advice Given - Other/General
070776	Unreasonable refusal to exempt from fine	Advice Given
070809	Unreasonable requirement to produce driver's licence	Preliminary Investigation - Not Sustained - Explanation Given
070817	Unreasonable imposition of administration fees on late payment of fines	Advice Given - Other/General
070904	Failure to satisfactorily address flooding from neighbouring property	Preliminary Investigation - Partly Resolved in Favour of Complainant
071002	Unreasonable requirement to pay parking fine	Advice Given
071511	Failure to enforce conditions	Withdrawn - Withdrawn by Complainant
071558	Unreasonable refusal to reimburse	Advice Given
071563	Unreasonable refusal to waive parking fine	Preliminary Investigation - Not Sustained - Explanation Given
071581	Disputed parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
071760	Unreasonable decision to impose parking fine	Preliminary Investigation - Reasonable Resolution
071796	Unreasonable decision to impose parking fine	Advice Given
071827	Unreasonable refusal to waive fine	Preliminary Investigation - Not Sustained - Explanation Given
071939	Disputed charge for late payment of rates	Advice Given - Referred to Agency

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FILE NO.	COMPLAINT DETAILS	OUTCOME
071960	Failure to act on complaint	Advice Given
072115	Unreasonable refusal to permit expansion of business	Advice Given
072133	Unreasonable decision to impose fee for late payment on fine	Advice Given
072154	Unreasonable refusal to waive parking fine	Preliminary Investigation - Not Sustained - Explanation Given
072277	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
072458	Disputed parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
072482	Unreasonable decision	Advice Given
072557	Unreasonable refusal to waive fine	Preliminary Investigation - Not Sustained - Explanation Given
072573	Unreasonable refusal to waive fine	Preliminary Investigation - Partly Resolved in Favour of Complainant
072627	Unreasonable approval process	Declined - Alternate Remedy
072668	Unreasonable process in determining heritage listing	Advice Given
072731	Advice sought	Advice Given
072794	Disputed parking infringement	Advice Given - Other/General
072923	Unreasonable refusal to issue resident parking permit	Preliminary Investigation - Not Sustained - Explanation Given
City of Burnside		
069718	Unreasonable decision to refuse development application	Preliminary Investigation - Not Sustained
069920	Unreasonable action regarding implementation of historic conservation zones	Preliminary Investigation - Not Sustained - Explanation Given
070181	Unreasonable implementation of historic conservation zone	Preliminary Investigation - Not Sustained - Explanation Given
070313	Unreasonable delays in approving development application	Preliminary Investigation - Reasonable Resolution
070393	Unreasonable planning condition	Advice Given
070444	Unreasonable delay in processing development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
070445	Unreasonable refusal to permit removal of unhealthy tree	Declined - Alternate Remedy
071131	Unreasonable decision regarding removal of significant tree	Preliminary Investigation - Not Sustained - Explanation Given
071153	Failure to process development application in a timely manner	Withdrawn - Withdrawn by Complainant
071174	Unreasonable declaration of historic conservation zone	Preliminary Investigation - Not Sustained - Explanation Given
071199	Unreasonable refusal of application for carport	Advice Given
071319	Unreasonable charge	Advice Given
071412	Refusal to compensation for damage to vehicle	Advice Given
071436	Failure to compensate for damage to car	Preliminary Investigation - Not Sustained - Explanation Given
071952	Unreasonable recommendation to approve development	Declined - Alternate Remedy
City of Charles Sturt		
068576	Alleged failure to enforce compliance with court decision	Preliminary Investigation - Not Sustained - Explanation Given
069771	Alleged failure to adequately comply with public notification provisions	Preliminary Investigation - Partly Resolved in Favour of Complainant
070286	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
070322	Unreasonable management of planning applications	Advice Given
070406	Unreasonable refusal to repair driveway	Advice Given
070752	Failure to charge correct fees	Preliminary Investigation - Not Sustained - Explanation Given
070779	Unreasonable requirement to remove newly installed air conditioner	Advice Given
071014	Unreasonable decision not to waive parking fine	Preliminary Investigation - Not Sustained - Explanation Given
071164	Unreasonable refusal to approve development application	Advice Given
071328	Alleged lack of service	Preliminary Investigation - Reasonable Resolution
071425	Failure to provide information regarding payment	Preliminary Investigation - Reasonable Resolution
071488	Refusal to compensate for damage to bicycle	Advice Given - Other/General
071880	Disputed infringement notice for dog wandering	Preliminary Investigation - Not Sustained - Explanation Given
072142	Unreasonable management of coastal reserve	Preliminary Investigation - Not Sustained - Explanation Given
072204	Unreasonable decision to enforce parking fine	Preliminary Investigation - Partly Resolved in Favour of Complainant
072290	Failure to amend records from deceased husband's name	Preliminary Investigation - Not Sustained - Explanation Given
072297	Unreasonable decision to impose parking fine	Advice Given
072396	Unreasonable decision to impose fine	Advice Given
072447	Unreasonable fine	Advice Given
072684	Unreasonable management of tree	Advice Given - Other/General
072695	Unreasonable conditions placed on application	Advice Given - Referred to Agency
072701	Unreasonable imposition of parking fine	Advice Given - Other/General
072714	Unreasonable refusal to waive fine	Preliminary Investigation - Not Sustained - Explanation Given
072735	Disputed parking infringement	Advice Given - Referred to Agency
072844	Unreasonable decision to evict from property	Preliminary Investigation - Not Sustained - Explanation Given
072990	Alleged harassment by employees	Advice Given - Referred to Agency
072996	Unreasonable delay in approving building application	Preliminary Investigation - Reasonable Resolution
City of Holdfast Bay		
069688	Alleged failure to follow due process in approving development application	Preliminary Investigation - Not Sustained
070399	Unreasonable requirement to pay late fee	Preliminary Investigation - Not Sustained - Explanation Given
070758	Unreasonable decision not to post out nomination forms for position within council	Advice Given
070853	Unreasonable refusal to waive parking fine	Preliminary Investigation - Not Sustained - Explanation Given
071045	Unreasonable parking fine	Declined - Refused to Investigate
071051	Failure to fix damaged footpath	Preliminary Investigation - Reasonable Resolution
071052	Failure to provide non smoking cell	Preliminary Investigation - Reasonable Resolution
071092	Refusal to collect hard rubbish outside scheduled times	Preliminary Investigation - Not Sustained - Explanation Given
071178	Unreasonable decision to sign lease without adequate public consultation	Preliminary Investigation - Not Sustained - Explanation Given
071258	Unreasonable parking fine	Advice Given
071675	Unreasonable refusal to waive late payment fee for parking infringements	Preliminary Investigation - Not Sustained - Explanation Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
071803	Inappropriate parking fine	Preliminary Investigation - Reasonable Resolution
072425	Failure to respond to correspondence	Preliminary Investigation - Reasonable Resolution
072459	Unreasonable process in removing trees	Advice Given
072553	Failure to enforce conditions of approval	Preliminary Investigation - Partly Resolved in Favour of Complainant
072852	Failure to enforce condition of development approval	Advice Given
072995	Disputed parking infringement	Preliminary Investigation - Reasonable Resolution
City of Mitcham		
068372	Alleged inadequate consultation by agency	Preliminary Investigation - Not Sustained - Explanation Given
069296	Alleged failure to act regarding dangerous roundabout	Full Investigation - Partly Resolved in Favour of Complainant
069890	Alleged failure to restrict traffic in residential	Withdrawn
070103	Alleged failure to repair access road	Full Investigation - Not Sustained - Explanation Given
070442	Failure to enforce compliance with development approval	Preliminary Investigation - Partly Resolved in Favour of Complainant
070518	Unreasonable increase in rates	Advice Given
070577	Query regarding calculation of rates	Advice Given
070883	Alleged inaction	Preliminary Investigation - Not Sustained - Explanation Given
071102	Improper use of authority	Advice Given - Other/General
071156	Failure to enforce compliance	Advice Given - Referred to Agency
071780	Unreasonable delay in responding	Advice Given
072028	Unreasonable refusal to sell adjoining land	Preliminary Investigation - Not Sustained - Explanation Given
072192	Disputed parking infringement	Advice Given - Referred to Agency
072223	Unreasonable delay in consideration of building approval	Advice Given - Other/General
072481	Unreasonable standard of administrative	Advice Given
072575	Refusal to respond to complaint	Preliminary Investigation - Reasonable Resolution
072890	Lack of assistance in regards to development application	Advice Given - Other/General
072982	Unfair decision to remove trees on verge	Advice Given - Referred to Agency
City of Mount Gambier		
069479	Alleged inadequate building inspection	Preliminary Investigation - Reasonable Resolution
071217	Unreasonable decision to allow road closure for street party	Preliminary Investigation - Not Sustained - Explanation Given
City of Norwood, Payneham & St Peters		
069034	Unreasonable refusal to remove tree	Preliminary Investigation - Reasonable Resolution
069090	Alleged failure to grant rates rebate	Preliminary Investigation - Not Sustained - Explanation Given
069802	Alleged failure to enforce compliance with land management agreement	Advice Given - Referred to Agency
070739	Unreasonable processing of a development application	Withdrawn
071568	Alleged refusal to trim tree	Preliminary Investigation - Partly Resolved in Favour of Complainant
071881	Incorrect planning decision	Advice Given
072354	Unreasonable refusal of development application	Advice Given - Referred to Agency
073000	Disputed parking infringement	Advice Given - Referred to Agency
City of Onkaparinga		
066743	Alleged failure to enforce conditions on development approval	Preliminary Investigation - Partly Resolved in Favour of Complainant
068926	Unreasonable requirement to move from caravan park	Preliminary Investigation - Not Sustained - Explanation Given
069193	Unreasonable local heritage listing	Preliminary Investigation - Partly Resolved in Favour of Complainant
069572	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
070059	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
070369	Unreasonable fixed charge on rates	Advice Given
070764	Refusal to pave extension of driveway	Advice Given - Other/General
070956	Unreasonable decision to approve development application	Advice Given
071004	Failure to advise of possible soil contamination	Advice Given
071012	Unreasonable delays in providing information	Preliminary Investigation - Not Sustained - Explanation Given
071062	Inadequate investigation of complaint	Advice Given
071078	Unreasonable rates notice	Advice Given
071338	Failure to act regarding disruptive activity	Preliminary Investigation - Not Sustained - Explanation Given
071345	Failure to act on complaint regarding noise emissions	Advice Given
071445	Unreasonable decision to require development application	Preliminary Investigation - Not Sustained - Explanation Given
071494	Unreasonable refusal of planning application	Advice Given - Referred to Agency
071593	Refusal to assist with dog complaint	Preliminary Investigation - Not Sustained - Explanation Given
071651	Unreasonable process for assessing development application	Preliminary Investigation - Not Sustained - Explanation Given
071672	Refusal to remove hard rubbish	Preliminary Investigation - Reasonable Resolution
071806	Lack of duty of care	Preliminary Investigation - Not Sustained - Explanation Given
071816	Unreasonable processing of development application	Preliminary Investigation - Not Sustained - Explanation Given
071824	Unreasonable development application	Advice Given - Referred to Agency
071861	Failure to provide adequate service	Preliminary Investigation - Reasonable Resolution
071890	Disputed development application	Advice Given - Referred to Agency
071937	Unreasonable approval of development application	Advice Given - Referred to Agency
071944	Failure to process development application in a timely manner	Advice Given
071974	Failure to provide information relevant to purchase of caravan site	Preliminary Investigation - Not Sustained - Explanation Given
072011	Unreasonable process followed regarding development application	Preliminary Investigation - Not Sustained - Explanation Given
072117	Lack of communication regarding proposed sub-division	Advice Given - Referred to Agency
072120	Unreasonable local heritage listing	Preliminary Investigation - Reasonable Resolution
072182	Failure to enforce compliance on home business activity	Preliminary Investigation - Partly Resolved in Favour of Complainant
072338	Failure to approve development application	Advice Given
072361	Unreasonable delay in providing outcome to planning decision	Preliminary Investigation - Reasonable Resolution

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072365	Unreasonable process taken in regards to approving electricity poles in reserve	Preliminary Investigation - Not Sustained - Explanation Given
072382	Unreasonable decision regarding development application	Advice Given - Other/General
072452	Unreasonable decision to approve application for tower	Advice Given - Referred to Agency
072548	Unreasonable refusal of extension of time to complete development	Preliminary Investigation - Partly Resolved in Favour of Complainant
072592	Alleged mismanagement of road traffic problems	Advice Given - Other/General
072687	Unreasonable delay in processing application	Advice Given
072893	Disputed infringement notices	Advice Given - Referred to Agency
City of Playford		
070209	Failure to respond to request to clean up after tree lopping	Preliminary Investigation - Reasonable Resolution
070304	Failure to attend to storm water drainage problem in a timely manner	Preliminary Investigation - Reasonable Resolution
070328	Unreasonable refusal to pay for damaged fence	Advice Given
070704	Unreasonable refusal of claim	Advice Given - Other/General
070789	Unreasonable delay in resolving land lock issue	Advice Given
070931	Unreasonable planning approval	Preliminary Investigation - Not Sustained
071094	Failure to investigate complaint	Advice Given - Referred to Agency
071208	Failure to enforce regulations	Preliminary Investigation - Reasonable Resolution
071210	Unreasonable decision	Advice Given
071243	Failure to investigate complaint	Advice Given - Referred to Agency
071457	Unreasonable management of complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
071750	Failure to enforce conditions on development	Advice Given - Referred to Agency
071802	Alleged high cost of commercial property rates	Advice Given
071845	Refusal to act regarding complaint	Advice Given - Referred to Agency
072264	Unreasonable imposition of fine	Advice Given
072383	Alleged harassment by officer	Advice Given - Referred to Agency
072421	Inadequate information supplied	Preliminary Investigation - Reasonable Resolution
072533	Unreasonable decision that will impede access to existing property	Advice Given - Other/General
072621	Unreasonable planning condition	Advice Given
072776	Unreasonable refusal to approve subdivision	Preliminary Investigation - Not Sustained - Explanation Given
City of Port Adelaide Enfield		
069755	Unreasonable interference with electricity supply by council pump	Preliminary Investigation - Reasonable Resolution
069832	Unreasonable development approval process	Preliminary Investigation - Not Sustained - Explanation Given
070307	Unreasonable refusal to approve tree removal	Preliminary Investigation - Not Sustained
070344	Unreasonable approval of development application resulting in overlooking	Advice Given - Other/General
070461	Unreasonable decision to ban parking outside property	Advice Given
070662	Alleged incorrect classification of development	Advice Given - Referred to Agency
070714	Unreasonable inspection	Advice Given
070848	Unreasonable issuing of enforcement notice	Preliminary Investigation - Not Sustained - Explanation Given
070907	Unreasonable refusal to release information	Advice Given
070947	Failure to act on complaint regarding noisy neighbours	Advice Given
070981	Unreasonable valuation	Advice Given
070997	Alleged failure to adhere to land management agreement	Advice Given - Referred to Agency
071093	Failure to enforce compliance with development plan	Advice Given - Other/General
071231	Failure to give advice regarding significant tree	Outside of Jurisdiction
071278	Failure to control water run-off	Preliminary Investigation - Reasonable Resolution
071409	Unreasonable decision not to book next meeting	Preliminary Investigation - Not Sustained - Explanation Given
071545	Unreasonable expiation notice	Advice Given - Referred to Agency
071557	Unreasonable planning approval	Advice Given
071622	Unreasonable decision to accept application for development	Advice Given - Referred to Agency
071623	Failure to process development application in a timely manner	Advice Given
071664	Unreasonable investigation of complaint	Preliminary Investigation - Reasonable Resolution
071697	Unreasonable imposition of parking fine	Preliminary Investigation - Not Sustained - Explanation Given
071771	Unreasonable planning development application	Advice Given - Other/General
071811	Unreasonable refusal to allow removal of tree	Preliminary Investigation - Not Sustained - Explanation Given
071813	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
071860	Unreasonable proposal to alter kerbing	Advice Given
071993	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
072024	Failure to consider right of way	Preliminary Investigation - Not Sustained - Explanation Given
072577	Failure to take adequate action regarding parking breaches	Preliminary Investigation - Reasonable Resolution
City of Port Lincoln		
072341	Unreasonable decision not to approve development application	Advice Given
City of Prospect		
069351	Alleged unauthorised development	Preliminary Investigation - Reasonable Resolution
070221	Unreasonable decision to impose charge for cleaning up vacant land	Preliminary Investigation - Not Sustained - Explanation Given
070249	Unfair impounding of vehicle	Withdrawn - Withdrawn by Complainant
070473	Unreasonable criteria applied to development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
070605	Unreasonable parking fine	Advice Given
070891	Unnecessary delays in processing application	Advice Given
070912	Unreasonable parking fine	Advice Given
070928	Unreasonable imposition of parking fine	Preliminary Investigation - Reasonable Resolution
071056	Unreasonable method of imposing fine	Advice Given - Other/General
071219	Unreasonable investigation into complaint	Withdrawn - Withdrawn by Complainant

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072409	Unreasonable refusal of claim	Advice Given
072620	Unreasonable denial of claim for rate arrears due to failure of change to address details	Preliminary Investigation - Not Sustained - Explanation Given
City of Salisbury		
066486	Unreasonable banning from recreation centre	Full Investigation - Partly Resolved in Favour of Complainant
069219	Unreasonable decision by agency	Preliminary Investigation - Not Sustained - Explanation Given
069388	Unreasonable investigation of complaint regarding barking dog	Preliminary Investigation - Reasonable Resolution
070528	Unreasonable charge for collection costs	Advice Given
070603	Unreasonable charge for late rates payment	Preliminary Investigation - Reasonable Resolution
070854	Unreasonable attitude of staff handling complaint	Advice Given - Referred to Agency
070879	Unreasonable decision regarding planting of trees on verge	Advice Given - Referred to Agency
070884	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
070930	Failure to respond to complaint	Preliminary Investigation - Reasonable Resolution
071115	Unreasonable decision to place controlling order on dog	Preliminary Investigation - Not Sustained - Explanation Given
071234	Unreasonable decision not to continue kerbing	Preliminary Investigation - Not Sustained - Explanation Given
071321	Unreasonable delay in resolving home activity complaint	Preliminary Investigation - Reasonable Resolution
071343	Failure to send notice to correct address	Advice Given
071348	Unreasonable refusal to pay for fence	Advice Given
071589	Refusal to look after verge	Advice Given - Referred to Agency
071744	Unreasonable decision to impose fine	Preliminary Investigation - Not Sustained - Explanation Given
071851	Failure to compensate for sale of livestock	Outside of Jurisdiction
072083	Unreasonable action taken regarding neighbour's pool	Preliminary Investigation - Reasonable Resolution
072100	Unreasonable requirement for planning approval	Advice Given
072137	Unreasonable refusal to remove tree	Advice Given - Referred to Agency
072203	Unreasonable imposition of fine	Advice Given - Other/General
072262	Failure to process application in a timely manner	Advice Given
072390	Lack of advice regarding development	Advice Given - Referred to Agency
072569	Alleged development application incorrectly approved	Advice Given - Referred to Agency
072617	Unreasonable seizure and disposal of animals	Preliminary Investigation - Not Sustained - Explanation Given
072640	Unreasonable loss of records	Advice Given - Other/General
072790	Unreasonable charges	Preliminary Investigation - Reasonable Resolution
072942	Unreasonable decision to impose parking fine	Advice Given
072963	Unreasonable decision to re-zone property	Advice Given - Other/General
073006	Failure to control parking at local private school	Advice Given
City of Tea Tree Gully		
070043	Alleged failure to act regarding smoke emissions from wood fire	Preliminary Investigation - Not Sustained - Explanation Given
070201	Alleged improper process assessing development application	Preliminary Investigation - Not Sustained - Explanation Given
070720	Unreasonable imposition of fine	Preliminary Investigation - Not Sustained - Explanation Given
070743	Failure to repair damage to retaining wall	Preliminary Investigation - Not Sustained - Explanation Given
070794	Unreasonable refusal of crossover	Full Investigation - Not Sustained - Explanation Given
071126	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
071196	Failure to enforce planning approval	Preliminary Investigation - Not Sustained - Explanation Given
071648	Failure to approve sub-division	Advice Given - Other/General
071662	Unreasonable refusal to remove trees	Advice Given - Referred to Agency
071714	Unreasonable requirements for development approval	Preliminary Investigation - Not Sustained
071763	Unreasonable parking fine	Preliminary Investigation - Reasonable Resolution
071911	Unreasonable refusal of claim for damages	Advice Given
071979	Unreasonable refusal of development application	Advice Given
072167	Unreasonable refusal of refund	Advice Given
072170	Advice sought	Advice Given
072269	Unreasonable imposition of fine	Advice Given
072370	Unreasonable management of oval use failure to act on illegal parking	Preliminary Investigation - Not Sustained - Explanation Given
072413	Lack of assistance regarding home activity	Advice Given - Other/General
072618	Inconsistent treatment of illegal use of footpath	Advice Given - Other/General
072750	Unreasonable refusal to remove tree	Advice Given
City of West Torrens		
069667	Unreasonable refusal of injury claim	Preliminary Investigation - Not Sustained - Explanation Given
069987	Unreasonable variation of development approval	Preliminary Investigation - Not Sustained
070300	Failure to properly investigate complaint	Advice Given - Referred to Agency
070538	Unreasonable imposition of rates	Advice Given
070572	Failure to process development applications in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
070583	Failure to correct Local Government Voters' Roll	Preliminary Investigation - Not Sustained - Explanation Given
070594	Unreasonable delay to investigate complaint	Preliminary Investigation - Reasonable Resolution
070680	Failure to provide adequate parking facilities	Full Investigation - Not Sustained - Explanation Given
070804	Unreasonable decision to impound vehicle	Preliminary Investigation - Not Sustained - Explanation Given
070949	Unreasonable requirement to pay fee for pest control substance	Preliminary Investigation - Reasonable Resolution
071177	Failure to respond	Preliminary Investigation - Reasonable Resolution
071443	Failure to enforce a condition of planning approval	Preliminary Investigation - Partly Resolved in Favour of Complainant
071444	Failure to advise of approval in a timely manner	Preliminary Investigation - Reasonable Resolution
071921	Disputed fees and charges	Preliminary Investigation - Not Sustained - Explanation Given
071946	Unreasonable planning decision	Advice Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
071983	Unreasonable refusal of development application	Advice Given - Referred to Agency
072020	Unfair treatment regarding parking fine	Preliminary Investigation - Not Sustained - Explanation Given
072021	Unreasonable assessment of development application	Preliminary Investigation - Not Sustained - Explanation Given
072071	Unreasonable parking infringement	Advice Given
072351	Refusal to supply items	Advice Given - Referred to Agency
072368	Lack of information regarding maintenance to airport	Advice Given - Referred to Agency
072462	Unreasonable parking fine	Advice Given
072487	Unreasonable parking fine	Preliminary Investigation - Reasonable Resolution
073007	Failure to improve crossing point to property	Advice Given
Clare and Gilbert Valleys Council		
071270	Failure to provide reasons for refusing to investigate	Preliminary Investigation - Not Sustained - Explanation Given
071331	Unreasonable refusal to collect additional garbage	Preliminary Investigation - Not Sustained - Explanation Given
072534	Unreasonable community consultation process	Declined - Refused to Investigate
Corporation of the City of Campbelltown		
069751	Unreasonable decision to construct	Preliminary Investigation - Partly Resolved in Favour of Complainant
069933	Alleged inadequate consultation process regarding sale of land	Preliminary Investigation - Not Sustained - Explanation Given
069986	Unreasonable timing of consultation	Full Investigation - Not Sustained - Explanation Given
070275	Failure to issue correct expiation notice	Advice Given - Referred to Agency
070455	Unreasonable advertisement regarding rate increase	Preliminary Investigation - Not Sustained - Explanation Given
070921	Unreasonable failure to consult council	Declined - Refused to Investigate
071236	Failure to control noise and nuisance on reserve	Preliminary Investigation - Not Sustained - Explanation Given
071289	Unreasonable requirement to pay for land contour	Advice Given
071323	Unreasonable follow up of breach	Preliminary Investigation - Not Sustained - Explanation Given
071375	Unreasonable decision to allow neighbour to remove fence	Advice Given
072209	Unreasonable enforcement of parking fine	Preliminary Investigation - Not Sustained - Explanation Given
072622	Unreasonable order	Advice Given
072691	Failure to act regarding dangerous tree	Declined - Alternate Remedy
072729	Failure to provide rates notices	Preliminary Investigation - Reasonable Resolution
Corporation of the City of Marion		
065278	Failure to honour agreement	Full Investigation - Partly Resolved in Favour of Complainant
067608	Unreasonable refusal to act on change	Preliminary Investigation - Not Sustained - Explanation Given
068547	Unreasonable process in assessing development application	Preliminary Investigation - Not Sustained - Explanation Given
069285	Alleged failure to enforce development approvals	Preliminary Investigation - Partly Resolved in Favour of Complainant
070205	Failure to take objection into account regarding planning decision	Preliminary Investigation - Not Sustained - Explanation Given
070222	Failure to enforce requirement not to park on footpath	Preliminary Investigation - Partly Resolved in Favour of Complainant
070623	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
070655	Unreasonable refusal of rate concession	Preliminary Investigation - Reasonable Resolution
070880	Unreasonable approval of development overlooking private yard	Preliminary Investigation - Not Sustained - Explanation Given
071018	Unreasonable decision to require easement over land	Declined - Alternate Remedy
071057	Unreasonable method of issuing infringement notice	Advice Given - Other/General
071280	Unreasonable proposal to close road	Advice Given - Referred to Agency
071309	Failure to control water run-off	Withdrawn - Withdrawn by Complainant
071478	Failure to fix fence damaged as a result of council works	Advice Given
071553	Failure to provide information	Preliminary Investigation - Reasonable Resolution
071615	Unreasonable refusal to act regarding barking dogs	Advice Given - Other/General
071855	Failure to investigate concerns raised by resident	Preliminary Investigation - Not Sustained - Explanation Given
071927	Unreasonable action regarding alterations to property	Advice Given - Other/General
071954	Unreasonable action regarding caravan	Advice Given - Referred to Agency
072316	Alleged unreasonable charges	Preliminary Investigation - Partly Resolved in Favour of Complainant
072319	Refusal to take action in regards to home activity	Preliminary Investigation - Partly Resolved in Favour of Complainant
072472	Disputed late payment for dog registration	Preliminary Investigation - Not Sustained - Explanation Given
072836	Unreasonable decision to enforce payment of	Preliminary Investigation - Reasonable Resolution
072837	Failure to consider survey results in setting rates increase	Declined - Refused to Investigate
Corporation of the City of Port Augusta		
069702	Alleged inadequate street drainage	Preliminary Investigation - Not Sustained - Explanation Given
070988	Unreasonable decision to sell council land	Advice Given
071082	Alleged maladministration resulting in further expenses	Preliminary Investigation - Reasonable Resolution
071442	Alleged tender process unfair	Advice Given
072049	Unreasonable approval of development	Advice Given - Referred to Agency
072254	Unreasonable breach of agreement	Advice Given - Other/General
072984	Disputed parking infringement	Advice Given - Referred to Agency
Corporation of the City of Unley		
070672	Delay in responding to complaint about dangerous tree	Advice Given
070687	Unreasonable requirements for construction of carport	Advice Given
070715	Refusal to remove tree	Preliminary Investigation - Not Sustained - Explanation Given
071063	Unreasonable imposition of parking fine	Preliminary Investigation - Reasonable Resolution
071180	Unreasonable decision to refuse development application	Preliminary Investigation - Not Sustained - Explanation Given
071228	Failure to take adequate action regarding barking dog	Full Investigation - Not Sustained - Explanation Given
071516	Unreasonable approval of development application	Preliminary Investigation - Not Sustained - Explanation Given
071595	Unreasonable planning decision	Preliminary Investigation - Not Sustained - Explanation Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
071812	Unreasonable processing of development application	Preliminary Investigation - Not Sustained - Explanation Given
071834	Unreasonable processing of development application	Preliminary Investigation - Not Sustained - Explanation Given
072315	Failure to enforce planning conditions	Preliminary Investigation - Reasonable Resolution
072423	Alleged incorrect interest on council rates	Preliminary Investigation - Not Sustained - Explanation Given
072605	Advice sought	Advice Given
072926	Unreasonable disclosure of information	Advice Given - Referred to Agency
072945	unreasonable court action against a strata corporation	Declined - Alternate Remedy
Corporation of the City of Whyalla		
071431	Unreasonable refusal to arrange relocation of light pole	Preliminary Investigation - Not Sustained - Explanation Given
071455	Unreasonable consultation process	Preliminary Investigation - Not Sustained - Explanation Given
071527	Unreasonable decision to approve development without due regard to overlooking	Advice Given - Referred to Agency
071628	Unreasonable refusal to act on conflict of	Declined - Alternate Remedy
072466	Failure to cut down street tree	Preliminary Investigation - Not Sustained - Explanation Given
Corporation of the Town of Walkerville		
068789	Unreasonable process	Full Investigation - Not Sustained - Explanation Given
070483	Unreasonable decision to treat item as confidential	Full Investigation - Sustained - sec 25(1)(a) - contrary to law
071368	Disputed parking infringement.	Advice Given
071477	Allegations made pursuant to the Whistleblowers Protection Act	Preliminary Investigation - Not Sustained - Explanation Given
071973	Failure to grant concession on land rates	Preliminary Investigation - Not Sustained - Explanation Given
072225	Unreasonable payment to developer	Preliminary Investigation - Not Sustained
072226	Unreasonable recommendation made to council to avoid the release of information	Preliminary Investigation - Not Sustained
072438	Unreasonable decision to enforce parking fine	Preliminary Investigation - Reasonable Resolution
072964	Unreasonable decision to approve neighbour's application for a concrete path	Advice Given - Referred to Agency
Corporation of the Town of Gawler		
069247	Unreasonable approach regarding lease renewal	Preliminary Investigation - Reasonable Resolution
070329	Unreasonable management of planning	Advice Given
070392	Unreasonable management of land sale	Advice Given
070542	Unreasonable imposition of expiation notice	Advice Given - Referred to Agency
071148	Unreasonable decision to impose parking fine	Preliminary Investigation - Reasonable Resolution
071252	Unreasonable composition of council rates	Preliminary Investigation - Not Sustained - Explanation Given
071977	Failure to properly assess and regulate traffic flow	Preliminary Investigation - Not Sustained - Explanation Given
072536	Delay in service	Preliminary Investigation - Partly Resolved in Favour of Complainant
Council of Roxby Downs		
071161	Failure to send out rate notices	Advice Given
District Council of Barunga West		
071871	Failure to process development application in a timely manner	Advice Given
District Council of Ceduna		
067724	Alleged failure to comply with undertakings given at conciliation conference	Preliminary Investigation - Partly Resolved in Favour of Complainant
069442	Unreasonable payment of legal fees of councillor	Preliminary Investigation - Not Sustained - Explanation Given
071186	Failure to list item on meeting agenda	Advice Given
071194	Unreasonable method of calculating rates	Advice Given
072113	Alleged failure to provide adequate information to elected members to ensure informed decision	Preliminary Investigation - Not Sustained - Explanation Given
072943	Alleged unfair tender process	Advice Given
District Council of Cleve		
070429	Unreasonable decision to place order on property	Advice Given
071658	Unreasonable criteria applied to development application	Advice Given
District Council of Coober Pedy		
070289	Unreasonable rate charges on vacant land	Advice Given - Other/General
071149	Inadequate investigation of complaint	Advice Given - Referred to Agency
072255	Unreasonable increase in supply charge	Advice Given
District Council of Coorong		
069683	Unreasonable requirement to pump out septic tank	Preliminary Investigation - Not Sustained - Explanation Given
070191	Alleged mismanagement of funds	Advice Given - Other/General
071766	Unreasonable management of planning	Advice Given
071805	Excessively high charges for sewage maintenance	Preliminary Investigation - Reasonable Resolution
District Council of Grant		
069664	Alleged failure to enforce conditions on development approval	Preliminary Investigation - Not Sustained
070253	Alleged failure to consult rate payers regarding proposed road bypass	Advice Given - Other/General
070889	Unreasonable delays in providing services	Preliminary Investigation - Not Sustained - Explanation Given
072550	Failure to enforce compliance on covenant	Advice Given
073008	Failure to categorise development application correctly	Advice Given

Local Government Council
Summary of outcomes of enquiries and reviews finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
District Council of Lower Eyre Peninsula		
061734	Inadequate response to complaint	Full Investigation - Reasonable Resolution
072430	Delay in processing development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
District Council of Loxton Waikerie		
070609	Unreasonable charge	Advice Given
071206	Unreasonable action taken by dog catcher	Advice Given
District Council of Mallala		
070265	Failure to construct road adjacent to property	Advice Given - Other/General
070547	Unreasonable decision to grant permit	Advice Given
071097	Failure to respond to complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
District Council of Mount Barker		
070893	Unreasonable refusal of insurance claim	Advice Given
071353	Unreasonable requirement to enforce payment for service when not used.	Advice Given
071684	Unreasonable decision to deny safe access to property	Preliminary Investigation - Not Sustained - Explanation Given
071914	Unreasonable issue of expiation notice	Advice Given - Referred to Agency
071931	Unreasonable planning encumbrance	Advice Given
District Council of Mount Remarkable		
071088	Alleged incorrect process when assigning names to streets	Advice Given
071957	Unreasonable refusal to return phone calls	Preliminary Investigation - Reasonable Resolution
072221	Failure to require land survey resulting in encroachment	Advice Given
072476	Unreasonable conditions of development application	Advice Given - Referred to Agency
District Council of Peterborough		
070724	Unreasonable delay in resolving public access issue	Preliminary Investigation - Not Sustained - Explanation Given
071287	Failure to issue fine in correct name	Preliminary Investigation - Not Sustained - Explanation Given
072241	Failure to conduct a land management plan	Preliminary Investigation - Reasonable Resolution
072809	Unreasonable management of neighbour's complaints	Advice Given
District Council of Renmark Paringa		
070050	Alleged failure to disclose information regarding contaminated land	Preliminary Investigation - Not Sustained - Explanation Given
070478	Unfair imposition of effluent charge	Advice Given - Referred to Agency
071783	Unreasonable denial of liability for damaged grave	Preliminary Investigation - Not Sustained - Explanation Given
District Council of Robe		
065680	Alleged unfair treatment	Preliminary Investigation - Not Sustained - Explanation Given
068700	Unreasonable proposal to compulsorily acquire land	Preliminary Investigation - Not Sustained - Explanation Given
069439	Unreasonable termination	Preliminary Investigation - Not Sustained - Explanation Given
070131	Unreasonable decision to sell council land	Advice Given - Other/General
070579	Failure provide notice of development	Advice Given
070729	Alleged breach of proper procedure	Advice Given - Other/General
070749	Alleged inappropriate exercise of powers and functions	Preliminary Investigation - Partly Resolved in Favour of Complainant
070782	Failure to notify change in development plan	Advice Given - Other/General
071917	Unreasonable delay in approving permit	Preliminary Investigation - Reasonable Resolution
071918	Allegations of conflict of interest	Advice Given - Other/General
071919	Misleading advice to public on the financial position of council	Full Investigation - Partly Resolved in Favour of Complainant
072058	Unreasonable management practices of council	Declined - Alternate Remedy
072101	Unreasonable misrepresentation of financial status	Preliminary Investigation - Not Sustained - Explanation Given
072499	Unreasonable financial management	Advice Given - Referred to Agency
072561	Unreasonable refusal to supply road	Advice Given - Other/General
District Council of the Copper Coast		
059443	Failure to act adequately on complaints	Preliminary Investigation - Not Sustained - Explanation Given
070178	Unreasonable approval of subdivision	Advice Given - Other/General
070283	Failure to respond to complaint	Preliminary Investigation - Not Sustained - Explanation Given
070619	Misleading advice regarding proposed	Advice Given
070733	Unreasonable fee increase for caravan park	Preliminary Investigation - Not Sustained - Explanation Given
070846	Inadequate investigation of complaint	Advice Given
071284	Unreasonable decision to change street name	Preliminary Investigation - Not Sustained - Explanation Given
072399	Unreasonable decision not to approve application	Preliminary Investigation - Not Sustained - Explanation Given
072414	Inappropriate tone in correspondence	Advice Given - Referred to Agency
072745	Unreasonable management of planning	Advice Given
District Council of Tumby Bay		
072877	Unreasonable cost for removal of rubbish	Advice Given - Referred to Agency
District Council of Yankalilla		
068151	Alleged failure to enforce compliance	Preliminary Investigation - Reasonable Resolution
069412	Unreasonable closure of road	Preliminary Investigation - Partly Resolved in Favour of Complainant
070279	Alleged lack of consultation	Declined - Alternate Remedy
070960	Failure to take action regarding dog complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
072214	Unreasonable decision to cease water supply without notification	Preliminary Investigation - Not Sustained - Explanation Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
072251	Unreasonable delays in addressing removal of rubbish	Preliminary Investigation - Partly Resolved in Favour of Complainant
District Council of Yorke Peninsula		
066020	Unreasonable actions	Conciliated - Reasonable Resolution
070116	Unreasonable requirement to relocate caravan	Preliminary Investigation - Not Sustained - Explanation Given
070471	Unreasonable requirements regarding development application	Advice Given
070535	Unreasonable management of committee	Advice Given
070541	Unreasonable change to approved development plan	Full Investigation - Reasonable Resolution
071145	Failure to ensure access to property	Preliminary Investigation - Not Sustained - Explanation Given
071292	Unreasonable planning approval process	Advice Given
072448	Unreasonable decision	Advice Given
Kangaroo Island Council		
069806	Alleged conflict of interest	Preliminary Investigation - Not Sustained - Explanation Given
070290	Alleged misconduct by council member	Advice Given - Other/General
071356	Unreasonable decision to require payment for service not used	Advice Given
071469	Unreasonable waste collection fee	Preliminary Investigation - Not Sustained - Explanation Given
071719	Excessive charge for water usage	Preliminary Investigation - Not Sustained - Explanation Given
072275	Unreasonable decision to change procedure	Preliminary Investigation - Not Sustained - Explanation Given
072771	Failure to process development application in a timely manner	Preliminary Investigation - Reasonable Resolution
Light Regional Council		
067466	Unreasonable process to introduce retirement village complex on council land	Withdrawn
069521	Unreasonable restriction on access to council meetings and minutes	Preliminary Investigation - Not Sustained - Explanation Given
070622	Unreasonable decision to require an engineer's report	Preliminary Investigation - Not Sustained - Explanation Given
070629	Unreasonable delays in assessing development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
070737	Failure to send account to the correct person	Preliminary Investigation - Not Sustained - Explanation Given
070738	Unreasonable delay in processing development application	Preliminary Investigation - Not Sustained - Explanation Given
070843	Failure to consider STED rate exemption	Full Investigation - Reasonable Resolution
071150	Unreasonable requirement to make hasty decision regarding land sale	Advice Given
071184	Failure to seal surfaces on town streets	Advice Given
071738	Unreasonable development application process	Preliminary Investigation - Partly Resolved in Favour of Complainant
071868	Unreasonable delay in processing development application	Advice Given
071923	Unreasonable arrangements for purchase of land	Preliminary Investigation - Reasonable Resolution
071966	Failure to enforce compliance with storm water control	Preliminary Investigation - Not Sustained - Explanation Given
072720	Unreasonable refusal to revoke the Land Management Agreement	Advice Given - Other/General
Mid Murray Council		
067659	Unreasonable and/or improper actions regarding development application	Preliminary Investigation - Not Sustained - Explanation Given
068275	Unreasonable survey process	Full Investigation - Not Sustained - Explanation Given
068621	Unreasonable requirement to relocate within caravan park	Preliminary Investigation - Not Sustained - Explanation Given
069154	Alleged failure to properly reinstate driveway	Preliminary Investigation - Reasonable Resolution
070219	Alleged incorrect development application decision	Preliminary Investigation - Not Sustained - Explanation Given
070872	Failure to respond to claim regarding damaged truck	Preliminary Investigation - Partly Resolved in Favour of Complainant
072081	Unreasonable refusal of development application	Advice Given - Referred to Agency
072145	Excessively high land rates	Advice Given
072289	Failure to provide correct information	Preliminary Investigation - Reasonable Resolution
072347	Failure to reply to correspondence	Preliminary Investigation - Not Sustained - Explanation Given
072665	Unreasonable treatment in regards to the keeping of animals	Advice Given - Other/General
072672	Failure to notify of termination of water supply	Advice Given
072727	Incorrect rates issued	Advice Given - Referred to Agency
072835	Unreasonable requirement to pay previous owner's debt	Preliminary Investigation - Not Sustained - Explanation Given
Naracoorte Lucindale Council		
070213	Unreasonable approval to demolish building	Advice Given - Other/General
070539	Unreasonable requirement to demolish house	Advice Given
070677	Unreasonable rates based on incorrect	Preliminary Investigation - Reasonable Resolution
071768	Unreasonable order	Advice Given
071792	Unreasonable demolition order	Preliminary Investigation - Not Sustained - Explanation Given
072318	Insufficient parking for disabled persons	Advice Given - Other/General
072375	Unreasonable allegations in correspondence	Advice Given - Referred to Agency
072630	Unreasonable refusal to cover cost for driveway	Advice Given - Referred to Agency
072719	Unreasonable refusal of application for garage	Preliminary Investigation - Not Sustained - Explanation Given
Port Pirie Regional Council		
070061	Unreasonable change to rating basis	Preliminary Investigation - Not Sustained - Explanation Given
070876	Alleged harassment by officers	Advice Given - Other/General
071392	Refusal to take appropriate action regarding neighbour's house	Withdrawn
072002	Unreasonable fine	Advice Given
072106	Unfair process regarding development application	Preliminary Investigation - Not Sustained - Explanation Given
072235	Unreasonable refusal of development application	Advice Given - Referred to Agency
072598	Unreasonable refusal to transfer easement to private owner of land	Advice Given - Other/General
Regional Council of Goyder		
070238	Unreasonable delay in upgrading road	Preliminary Investigation - Not Sustained - Explanation Given

Local Government Council
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FILE NO.	COMPLAINT DETAILS	OUTCOME
070420	Unreasonably high rates	Preliminary Investigation - Not Sustained - Explanation Given
071065	Unreasonable decision to send letter	Preliminary Investigation - Not Sustained - Explanation Given
072773	Unreasonable imposition of charge for health inspection	Advice Given
Rural City of Murray Bridge		
067613	Unreasonable consideration of STED scheme	Preliminary Investigation - Not Sustained - Explanation Given
070969	Failure to take appropriate action regarding barking dogs	Advice Given - Advice Given to Agency
071776	Alleged refusal to take action	Advice Given - Referred to Agency
071840	Unreasonable maintenance of road	Advice Given - Other/General
072019	Failure to provide service as required	Preliminary Investigation - Not Sustained - Explanation Given
Southern Mallee District Council		
068317	Alleged failure to adequately respond to complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
072067	Unreasonable management of project	Declined - Refused to Investigate
The Barossa Council		
070334	Unreasonable delay in addressing complaint	Advice Given
070694	Failure to provide for zone change within a reasonable time	Preliminary Investigation - Not Sustained - Explanation Given
The District Council of Mount Barker		
068484	Unreasonable advice on development application	Preliminary Investigation - Not Sustained - Explanation Given
069287	Unreasonable council policies	Preliminary Investigation - Partly Resolved in Favour of Complainant
070382	Incorrect advice regarding development application	Advice Given - Other/General
070441	Unreasonable classification of development	Declined - Alternate Remedy
070463	Unreasonable imposition of rates	Advice Given
070522	Unreasonable refusal to grant lease extension	Preliminary Investigation - Not Sustained - Explanation Given
The Flinders Ranges Council		
067615	Unreasonable impact of alterations to street	Full Investigation - Reasonable Resolution
Victor Harbor City Council		
064686	Failure to take adequate action	Preliminary Investigation - Not Sustained - Explanation Given
069918	Alleged failure to prevent use of dangerous	Withdrawn - Withdrawn by Complainant
070521	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
070669	Failure to compensate for damage to motor vehicle	Preliminary Investigation - Not Sustained - Explanation Given
070974	Unreasonable refusal of rate rebate	Preliminary Investigation - Not Sustained - Explanation Given
071113	Unreasonable refusal to accept road names	Preliminary Investigation - Reasonable Resolution
071263	Refusal to enforce conditions on excavation	Advice Given
Wakefield Regional Council		
071000	Failure to grant concession on rates	Advice Given
071300	Failure to exercise duty of care regarding road works	Preliminary Investigation - Not Sustained - Explanation Given
072353	Unreasonable decision to erect holding tank behind property	Advice Given - Other/General
Wattle Range Council		
069892	Unreasonable approval of permit for more than two dogs	Preliminary Investigation - Partly Resolved in Favour of Complainant
070214	Unreasonable processing of application for pulp mill	Preliminary Investigation - Not Sustained - Explanation Given
070404	Unreasonable approval of structure on a road reserve	Full Investigation - Not Sustained - Explanation Given
070759	Failure to provide correct planning advice	Advice Given
071282	Failure to respond to correspondence	Preliminary Investigation - Not Sustained - Explanation Given
071906	Unreasonable increase in charges	Advice Given

Other Authorities
Complaints finalised from 1 July 2006 to 30 June 2007

Agency	Advice Given	Alternate Remedy	Declined	Not Sustained	Not Sustained - Explanation Given	Other/General	Out of Time	Outside of Jurisdiction	Partly Resolved in Favour of Complainant	Reasonable Resolution	Referred to Agency	Refused to Investigate	Withdrawn	Withdrawn by Complainant	Total
Aboriginal Housing Authority				3					2	3					8
Adelaide & Mount Lofty Ranges NRM Board		1													1
Adelaide Cemeteries Authority				1						1					2
Adelaide Festival Centre Trust				1											1
Adelaide Festival Corporation	1														1
Central Northern Adelaide Health Service	4			2					1	1	1		1		10
Children, Youth & Women's Health Service											1				1
Chiropractors Board				1											1
Coroner	1			2		1				2	1				7
Country Fire Service				3		2			1		1				7
Courts Administration Authority	7			9		1		1	1	8		1			28
Development Assessment Commission	1			2				1			1				5
Development Assessment Panel - Unley				1											1
Dog & Cat Management Board										1					1
Flinders University Council	1			1	1						1			1	5
Guardianship Board	1										2				3
Health & Community Services Complaints Commissioner	4			1	8	1			1	1	3	1			20
History Trust of SA											1				1
Home Start				1											1
Legal Practitioners Conduct Board	1			3			1				1				6
Legal Services Commission	2			2	4					1	2				11
Lotteries Commission	1			2	1						1				5
Medical Board of SA				1	1				1						3
Metropolitan Domiciliary Care				1											1
Motor Accident Commission	6			1					3		1				11
Mount Gambier Hospital						1									1
Native Vegetation Authority														1	1
Nurses Board of SA				1	1						1				3
Passenger Transport Board				1											1
Police Complaints Authority								2							2
Public Advocate		1		2						1				1	5
Public Trustee	19	1		2	22	5			7	9	4		1	2	72
Repatriation General Hospital	1														1
RSPCA Inspector	1					1		1							3
SA Ambulance Service	1			1	1	1				2	4				10
SA Community Housing Authority	1	1			1			1							4
SA Government Financing Authority				1											1
SA Metropolitan Fire Service											1				1
SA Superannuation Board	1			4	1	1					1				8
SA Tourism Commission	1			1					1						3
Senior Secondary Assessment Board						1									1
State Emergency Service														1	1
Teachers Registration Board	1														1
Technical Regulator			1												1
Trans Adelaide	1			1						1	2				5
University of Adelaide Council				4											4
University of South Australia Council	7	1		2	1	1			2	2	2	1			18
WorkCover Corporation	18	1		3	1			1	2	3	16	1		1	47
Total	82	6	1	8	90	20	3	7	22	36	48	4	2	7	335

Other Authorities

Complaints finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
Aboriginal Housing Authority		
067558	Alleged inadequate investigation of complaint	Full Investigation - Reasonable Resolution
067570	Unreasonable eviction and removal of	Full Investigation - Reasonable Resolution
070105	Unreasonable refusal of urgent transfer	Preliminary Investigation - Not Sustained - Explanation Given
070189	Failure to provide rental accommodation as promised	Preliminary Investigation - Not Sustained - Explanation Given
070303	Failure to attend to maintenance in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
070428	Failure to maintain house in a proper manner	Preliminary Investigation - Not Sustained - Explanation Given
071582	Failure to repair stove	Preliminary Investigation - Reasonable Resolution
072042	Failure to take special circumstances into account	Preliminary Investigation - Partly Resolved in Favour of Complainant
Adelaide & Mount Lofty Ranges NRM Board		
069064	Alleged failure to control use of bait	Declined - Alternate Remedy
Adelaide Cemeteries Authority		
070736	Failure to honour original agreement	Preliminary Investigation - Not Sustained - Explanation Given
071064	Failure to provide receipt for money paid	Preliminary Investigation - Reasonable Resolution
Adelaide Festival Centre Trust		
070849	Unreasonable change to BASS commission	Preliminary Investigation - Not Sustained
Adelaide Festival Corporation		
071072	Unreasonable rule changes regarding membership status	Advice Given
Central Northern Adelaide Health Service		
070077	Unreasonable process leading to dismissal	Withdrawn
070231	Unreasonable imposition of parking fine	Preliminary Investigation - Reasonable Resolution
070431	Failure to respond to request regarding return of documentation	Preliminary Investigation - Not Sustained - Explanation Given
070661	Delay in access dental services	Advice Given - Referred to Agency
070823	Unreasonable decision to terminate volunteer duties	Preliminary Investigation - Partly Resolved in Favour of Complainant
071246	Breach of confidentiality	Advice Given
071609	Unreasonable decision to refuse access to swimming pool	Advice Given
072102	Failure to provide access to medical service	Advice Given
072900	Unreasonable delay in arranging appointment for specialist	Preliminary Investigation - Not Sustained - Explanation Given
073024	Unreasonable process in complaint investigation	Advice Given
Children, Youth & Women's Health Service		
072574	Alleged administrative error	Advice Given - Referred to Agency
Chiropractors Board		
068370	Alleged inappropriate penalty	Full Investigation - Not Sustained - Explanation Given
Coroner		
070302	Erroneous decision in appointing senior medical officer	Advice Given - Other/General
071085	Alleged inadequate investigation of matter	Advice Given
071371	Unreasonable delay in forwarding death certificate	Preliminary Investigation - Not Sustained - Explanation Given
071427	Unreasonable delay in release of body for funeral	Preliminary Investigation - Not Sustained - Explanation Given
072186	Unreasonable delay in finalising case	Preliminary Investigation - Reasonable Resolution
072568	Unreasonable delay in finalising investigation	Advice Given - Referred to Agency
072669	Failure to act in a timely manner	Preliminary Investigation - Reasonable Resolution
Country Fire Service		
069668	Unreasonable refusal of membership	Preliminary Investigation - Not Sustained - Explanation Given
070078	Unreasonable rejection of membership application	Preliminary Investigation - Not Sustained - Explanation Given
070102	Unreasonable rejection of membership application	Preliminary Investigation - Not Sustained - Explanation Given
070375	Unreasonable delay in reimbursing travel costs	Preliminary Investigation - Partly Resolved in Favour of Complainant
070963	Unreasonable pressure applied to not seek position	Advice Given - Referred to Agency
071757	Failure to treat volunteer in a reasonable manner	Advice Given - Other/General
072386	Unreasonable refusal of workers compensation claim	Advice Given - Other/General
Courts Administration Authority		
066534	Failure to provide historical information	Preliminary Investigation - Not Sustained - Explanation Given
070186	Alleged failure to return documents after trial	Preliminary Investigation - Reasonable Resolution
070226	Error in relation to payment of fines	Preliminary Investigation - Reasonable Resolution
070388	Alleged failure to provide historical information	Preliminary Investigation - Not Sustained - Explanation Given
070550	Allegedly unreasonable assessment of capacity to pay	Preliminary Investigation - Reasonable Resolution
070748	Inaccurate advice	Preliminary Investigation - Not Sustained - Explanation Given
070962	Unreasonable decision to refuse waiving of fees	Preliminary Investigation - Not Sustained - Explanation Given
070971	Alleged inappropriate transfer to court	Preliminary Investigation - Partly Resolved in Favour of Complainant
071026	Unreasonable decision to refuse to accept lodgement of appeal	Preliminary Investigation - Not Sustained - Explanation Given
071030	Unreasonable difficulty in lodging documents	Preliminary Investigation - Reasonable Resolution
071089	Alleged maladministration resulting in son being incorrectly charged	Advice Given
071233	Unreasonable requirement to pay additional fees on fine	Advice Given
071260	Unreasonable refusal to review fine	Advice Given
071293	Refusal to accept payment	Advice Given

Other Authorities
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FILE NO.	COMPLAINT DETAILS	OUTCOME
071390	Disputed decision regarding fine	Advice Given
071446	Alleged non payment of fines deducted from pay	Preliminary Investigation - Reasonable Resolution
071701	Unreasonable conduct of court case	Outside of Jurisdiction
071712	Unreasonable delay in providing death certificate/autopsy report	Preliminary Investigation - Reasonable Resolution
071737	Delay in processing payment	Preliminary Investigation - Not Sustained - Explanation Given
071809	Unreasonable staff conduct	Declined - Refused to Investigate
071867	Alleged inaccurate records	Advice Given
071956	Unreasonable requirement to provide further evidence of adoption	Preliminary Investigation - Not Sustained - Explanation Given
072030	Unreasonable policy	Preliminary Investigation - Reasonable Resolution
072222	Unreasonable delay in providing date of	Advice Given - Other/General
072457	Unreasonable claim for payment	Preliminary Investigation - Not Sustained - Explanation Given
072705	Failure to provide complete information relating to payments	Advice Given
072885	Unreasonable delay in forwarding correspondence	Preliminary Investigation - Reasonable Resolution
072889	Incorrect information provided regarding loss of licence	Preliminary Investigation - Not Sustained - Explanation Given
Development Assessment Commission		
067660	Unreasonable and/or improper actions regarding development application	Preliminary Investigation - Not Sustained - Explanation Given
070874	Failure to properly assess development application	Preliminary Investigation - Not Sustained - Explanation Given
072220	Unreasonable planning decision	Advice Given
072393	Failure to process application in a timely manner	Outside of Jurisdiction
072511	Unreasonable acceptance of development application	Advice Given - Referred to Agency
Development Assessment Panel - Unley		
071889	Unreasonable assessment of development	Preliminary Investigation - Not Sustained - Explanation Given
Dog & Cat Management Board		
072985	Unreasonable delay in responding to correspondence	Preliminary Investigation - Reasonable Resolution
Flinders University Council		
068825	Unreasonable fail grade on subject	Full Investigation - Not Sustained - Explanation Given
069288	Alleged failure to investigate complaint	Withdrawn - Withdrawn by Complainant
071118	Failure to investigate release of personal details	Preliminary Investigation - Not Sustained
071663	Unreasonable decision to terminate from tutoring	Advice Given - Referred to Agency
071669	Failure to act in an unbiased manner	Advice Given
Guardianship Board		
071826	Disputed order	Advice Given - Referred to Agency
072583	Unreasonable decision	Advice Given - Referred to Agency
072706	Unreasonable decision to create order	Advice Given
Health & Community Services Complaints Commissioner		
069919	Unreasonable response to complaint	Advice Given - Referred to Agency
070242	Unreasonable refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
070312	Unreasonable investigation of complaint	Preliminary Investigation - Not Sustained
070544	Inadequate investigation of complaint	Advice Given
070625	Failure to conduct proper investigation	Advice Given - Referred to Agency
070773	Failure to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
070798	Unreasonable disclosure of information	Advice Given
071066	Inadequate investigation of complaint	Advice Given - Other/General
071160	Failure to investigate complaint adequately	Advice Given
071267	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
071291	Failure to investigate complaint adequately	Preliminary Investigation - Not Sustained - Explanation Given
071440	Failure to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
071508	Unreasonable outcome of investigation	Preliminary Investigation - Not Sustained - Explanation Given
071535	Inappropriate decision	Full Investigation - Partly Resolved in Favour of Complainant
071769	Inadequate investigation of complaint	Advice Given - Referred to Agency
072080	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
072084	Alleged impolite treatment	Preliminary Investigation - Reasonable Resolution
072710	Failure to have medical records amended	Advice Given
072762	Unreasonable decision to decline to investigate	Preliminary Investigation - Not Sustained - Explanation Given
072908	Inadequate investigation of complaint	Declined - Refused to Investigate
History Trust of S.A		
071132	Unreasonable action by staff	Advice Given - Referred to Agency
Home Start		
071134	Alleged lack of communication in process of selling property	Preliminary Investigation - Not Sustained - Explanation Given
Legal Practitioners Conduct Board		
067913	Alleged failure to act on complaint	Full Investigation - Not Sustained - Explanation Given
070308	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
070675	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
071493	Refusal to follow correct procedures	Advice Given
071928	Inadequate investigation of complaint	Declined - Out of Time
072552	Unreasonable withholding of personal information	Advice Given - Referred to Agency

Other Authorities
Complaints finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
Legal Services Commission		
069865	Alleged unreasonable decision by agency not to represent complainant	Preliminary Investigation - Not Sustained
070326	Unreasonable management of case	Advice Given
070397	Access to legal aid	Preliminary Investigation - Reasonable Resolution
070651	Delay in providing service	Preliminary Investigation - Not Sustained - Explanation Given
071124	Alleged incompetent performance by lawyer	Advice Given
071169	Failure to provide documents to complainant	Preliminary Investigation - Not Sustained
071223	Unreasonable refusal of legal aid	Preliminary Investigation - Not Sustained - Explanation Given
071705	Unreasonable refusal of legal aid	Preliminary Investigation - Not Sustained - Explanation Given
072535	Unreasonable delay in processing application	Preliminary Investigation - Not Sustained - Explanation Given
072872	Unreasonable refusal of assistance	Advice Given - Referred to Agency
072954	Alleged lack of communication by legal representative	Advice Given - Referred to Agency
Lotteries Commission		
072350	Unreasonable decision not to release funds	Advice Given - Referred to Agency
072387	Alleged failure to honour winning ticket	Preliminary Investigation - Not Sustained - Explanation Given
072551	Failure to investigate complaint	Advice Given
072556	Unreasonable claim conditions	Preliminary Investigation - Not Sustained - Explanation Given
073038	Unreasonable requirement to make payment for lotteries' outlet	Advice Given - Other/General
Medical Board of SA		
068818	Unreasonable refusal of registration	Preliminary Investigation - Partly Resolved in Favour of Complainant
071635	Failure to take adequate action regarding doctor's misconduct	Preliminary Investigation - Not Sustained - Explanation Given
072212	Unreasonable handling of complaint	Advice Given - Other/General
Metropolitan Domicillary Care		
071969	Unreasonable decision to close aged care facility	Preliminary Investigation - Not Sustained - Explanation Given
Motor Accident Commission		
070299	Unreasonable refusal to communicate directly	Advice Given - Referred to Agency
071025	Failure to provide reasons for determination of claim	Advice Given
071079	Unreasonable requirement to pay account	Advice Given
071080	Failure to provide sufficient information	Advice Given
071394	Unreasonable decision not to forward payment for accounts	Advice Given
071741	Failure to process claim in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
071899	Unreasonable charge associated with accident	Advice Given
072146	Unreasonable refusal to approve claim	Preliminary Investigation - Not Sustained - Explanation Given
072372	Disputed excess for motor vehicle accident	Preliminary Investigation - Partly Resolved in Favour of Complainant
072446	Failure to respond to requests for information	Advice Given
072465	Unreasonable request for information	Preliminary Investigation - Partly Resolved in Favour of Complainant
Mount Gambier Hospital		
072213	Unreasonable decision to pursue investigation by third party	Advice Given - Other/General
Native Vegetation Authority		
069343	Unreasonable refusal to allow house construction	Withdrawn - Withdrawn by Complainant
Nurses Board of SA		
070449	Alleged unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
070697	Unreasonable administrative decision	Advice Given - Other/General
071530	Refusal to release registration papers	Advice Given - Referred to Agency
Passenger Transport Board		
071100	Inadequate process for driver accreditation	Preliminary Investigation - Not Sustained - Explanation Given
Police Complaints Authority		
067069	Alleged inadequate investigation of complaint	Outside of Jurisdiction
068558	Alleged failure to properly investigate complaint	Outside of Jurisdiction
Public Advocate		
069071	Unreasonable report provided	Preliminary Investigation - Reasonable Resolution
070185	Alleged failure to investigate allegations of abuse	Preliminary Investigation - Not Sustained - Explanation Given
071329	Failure to supervise a person on an order	Declined - Alternate Remedy
071547	Unreasonable refusal to allow contact with family member	Withdrawn - Withdrawn by Complainant
072549	Failure to provide adequate assistance with income	Preliminary Investigation - Not Sustained - Explanation Given
Public Trustee		
068258	Unreasonable management of estate	Preliminary Investigation - Partly Resolved in Favour of Complainant
069923	Unreasonable management regarding sale of home	Preliminary Investigation - Not Sustained - Explanation Given
069952	Alleged delay in winding up estate	Withdrawn - Withdrawn by Complainant
070176	Unreasonable delays in winding up estate	Advice Given - Other/General
070200	Alleged inadequate handling of funds	Preliminary Investigation - Not Sustained - Explanation Given
070227	Delay in finalising estate	Preliminary Investigation - Reasonable Resolution
070250	Unreasonable delay in settling estate	Preliminary Investigation - Partly Resolved in Favour of Complainant
070264	Unreasonable refusal to pay funds	Preliminary Investigation - Not Sustained - Explanation Given

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FILE NO.	COMPLAINT DETAILS	OUTCOME
070333	Failure to provide duty of care	Advice Given
070466	Alleged errors in relation to funds held	Advice Given
070479	Failure to grant money for clothing	Advice Given
070545	Unreasonable refusal of monies	Preliminary Investigation - Not Sustained - Explanation Given
070554	Failure to set objective value on property	Advice Given
070556	Failure to provide weekly allowance in a timely manner	Preliminary Investigation - Reasonable Resolution
070564	Failure to maintain property	Advice Given
070610	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
070642	Failure to administer estate in accordance with terms of will	Preliminary Investigation - Not Sustained - Explanation Given
070692	Failure to secure concession for pensioner	Preliminary Investigation - Reasonable Resolution
070709	Allegedly unreasonable management of a protected person's estate	Preliminary Investigation - Not Sustained - Explanation Given
070716	Unreasonable delay in responding to calls	Advice Given
070754	Failure to make contact regarding application for funding	Preliminary Investigation - Reasonable Resolution
070780	Unreasonable delay in organising funds	Advice Given
070781	Unreasonable administration by agency	Advice Given
070810	Unreasonable decision regarding management of funds	Preliminary Investigation - Not Sustained - Explanation Given
070820	Failure to keep up regular payments	Preliminary Investigation - Reasonable Resolution
070892	Inaccurate records maintained	Preliminary Investigation - Not Sustained - Explanation Given
070923	Unreasonable management of financial affairs	Preliminary Investigation - Not Sustained - Explanation Given
070924	Unreasonable delay in responding to letter	Preliminary Investigation - Reasonable Resolution
070953	Failure to release funds	Preliminary Investigation - Partly Resolved in Favour of Complainant
071003	Failure to keep up weekly payments	Preliminary Investigation - Not Sustained - Explanation Given
071036	Failure to provide adequate financial assistance	Advice Given
071060	Failure to provide adequate funds for personal use	Preliminary Investigation - Not Sustained - Explanation Given
071159	Unreasonable use of power	Advice Given
071272	Alleged delay in administrative practice	Preliminary Investigation - Partly Resolved in Favour of Complainant
071318	Unreasonable refusal of additional money	Advice Given
071355	Refusal to release funds	Advice Given
071377	Unreasonable delay in forwarding funds from	Advice Given
071499	Failure to provide adequate funds to released prisoner	Preliminary Investigation - Not Sustained - Explanation Given
071548	Failure to provide adequate information regarding finances	Preliminary Investigation - Not Sustained - Explanation Given
071549	Unreasonable delay in approving purchase of	Advice Given - Referred to Agency
071681	Unreasonable allegations regarding protected person's affairs	Withdrawn
071683	Unreasonable delay in finalising estate	Withdrawn - Withdrawn by Complainant
071720	Refusal to forward payment as requested	Preliminary Investigation - Not Sustained
071733	Failure to administer financial affairs adequately	Preliminary Investigation - Not Sustained - Explanation Given
071922	Unreasonable cancellation of payment	Preliminary Investigation - Partly Resolved in Favour of Complainant
072022	Failure to give access to funds held	Preliminary Investigation - Not Sustained - Explanation Given
072029	Unreasonable decision regarding distribution of funds	Preliminary Investigation - Not Sustained - Explanation Given
072284	Failure to pay accounts	Preliminary Investigation - Partly Resolved in Favour of Complainant
072356	Advice sought	Advice Given
072424	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
072432	Failure to finalise estate in a timely manner	Advice Given
072436	Unreasonable delay in resuming payments	Preliminary Investigation - Reasonable Resolution
072505	Unreasonable administration of finances	Preliminary Investigation - Not Sustained
072513	Unreasonable delay in finalising deceased estate	Preliminary Investigation - Reasonable Resolution
072531	Unreasonable performance of funds held in trust	Advice Given - Other/General
072597	Unreasonable management of finances	Advice Given
072629	Unreasonable management of house	Declined - Alternate Remedy
072644	Information not provided	Advice Given
072658	Refusal to administer affairs	Advice Given - Other/General
072712	Failure to provide financial statement	Preliminary Investigation - Not Sustained - Explanation Given
072759	Failure to enforce court order	Preliminary Investigation - Not Sustained - Explanation Given
072779	Failure to pay funds on birthday anniversary	Preliminary Investigation - Reasonable Resolution
072782	Unreasonable delay in responding to correspondence	Preliminary Investigation - Partly Resolved in Favour of Complainant
072825	Failure to issue a final statement regarding deceased estate	Advice Given
072861	Unreasonable length of time to administer estate	Advice Given - Other/General
072874	Alleged requirement to access service	Advice Given - Referred to Agency
072894	Erroneous decisions made in regards to estate	Advice Given - Referred to Agency
072930	Administration of funds inappropriate	Advice Given - Other/General
072931	Refusal to approve application for funds	Advice Given - Referred to Agency
073011	Failure to provide money for insurance	Preliminary Investigation - Not Sustained - Explanation Given
073023	Failure to provide financial statements	Preliminary Investigation - Not Sustained - Explanation Given
073062	Alleged failure to respond to request for	Advice Given
Repatriation General Hospital		
070520	Alleged unprofessional behaviour	Advice Given
RSPCA Inspector		
070260	Alleged incorrect documentation maintained	Advice Given - Other/General
071971	Alleged abuse of power	Advice Given
072479	Unreasonable refusal to release documents	Outside of Jurisdiction

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FILE NO.	COMPLAINT DETAILS	OUTCOME
SA Ambulance Service		
070377	Unreasonable imposition of charge	Advice Given - Other/General
070459	Unreasonable refusal to reimburse membership	Advice Given - Referred to Agency
071859	Unreasonably high charge	Preliminary Investigation - Reasonable Resolution
071943	Unreasonable refusal to transfer policy	Preliminary Investigation - Not Sustained
072178	Unreasonable charging of ambulance fee	Preliminary Investigation - Reasonable Resolution
072307	Unreasonable requirement to pay debt	Preliminary Investigation - Not Sustained - Explanation Given
072456	Inaccurate records held	Advice Given - Referred to Agency
072530	Unreasonable charges	Advice Given
072591	Disputed account	Advice Given - Referred to Agency
072949	Unreasonable requirement to pay for service	Advice Given - Referred to Agency
SA Community Housing Authority		
069444	Alleged failure to take proper action in housing cooperative dispute	Preliminary Investigation - Not Sustained - Explanation Given
071393	Unreasonable refusal to review agreement	Declined - Alternate Remedy
071515	Unreasonable transfer	Outside of Jurisdiction
072415	Unreasonable refusal to fix sub-standard work	Advice Given
SA Government Financing Authority		
070822	Unreasonable delay to provide information regarding matured investment	Preliminary Investigation - Not Sustained - Explanation Given
SA Metropolitan Fire Service		
072507	Unfair recruiting process	Advice Given - Referred to Agency
SA Superannuation Board		
070241	Refusal to accept superannuation contribution	Preliminary Investigation - Not Sustained - Explanation Given
070427	Refusal to allow member to rollover funds into another policy	Advice Given - Referred to Agency
070722	Unreasonable allocation of co-contribution payments	Preliminary Investigation - Not Sustained - Explanation Given
071070	Alleged failure to advise of time constraints in relation to accessing funds	Advice Given - Other/General
071111	Alleged provision of incorrect information	Preliminary Investigation - Not Sustained - Explanation Given
072303	Incorrect level of benefits	Declined - Out of Time
072702	Failure to process application for pension in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
072707	Unfair criteria for gaining access to funds	Advice Given
SA Tourism Commission		
071479	Failure to refund part charge for tour not provided in full	Preliminary Investigation - Partly Resolved in Favour of Complainant
071606	Unreasonable refusal of entry to Tour Down Under	Preliminary Investigation - Not Sustained - Explanation Given
072751	Unreasonable behaviour of officer	Advice Given
Senior Secondary Assessment Board		
071598	Unreasonable decision to reduce time previously allowed to complete exam	Advice Given - Other/General
State Emergency Service		
071915	Unreasonable termination of services	Withdrawn - Withdrawn by Complainant
Teachers Registration Board		
072037	Advice sought regarding registration	Advice Given
Technical Regulator		
070721	Failure to act regarding complaint	Declined
Trans Adelaide		
070104	Alleged failure to correct faults in new trams	Preliminary Investigation - Not Sustained - Explanation Given
070342	Inadequate policing of fare evaders	Advice Given - Referred to Agency
070402	Alleged failure of trains to run to schedule	Advice Given - Referred to Agency
071523	Disputed infringement notice	Preliminary Investigation - Reasonable Resolution
072623	Unreasonable security changes	Advice Given
University of Adelaide Council		
071019	Alleged failure to respect confidentiality	Preliminary Investigation - Not Sustained - Explanation Given
071580	Unreasonable delay in assessing application for cross-institutional study	Preliminary Investigation - Not Sustained - Explanation Given
071711	Unreasonable refusal to refund course fees	Preliminary Investigation - Not Sustained - Explanation Given
072362	Refusal to provide appropriate information on transcript	Preliminary Investigation - Not Sustained - Explanation Given
University of South Australia Council		
068702	Unreasonable termination of PhD candidacy	Full Investigation - Reasonable Resolution
069379	Unreasonable assessment process	Full Investigation - Reasonable Resolution
069414	Unreasonable preclusion from course	Preliminary Investigation - Partly Resolved in Favour of Complainant
069477	Alleged failure to negotiate adequate remedy for complaint	Full Investigation - Not Sustained - Explanation Given
070360	Inadequate investigation of complaint	Advice Given
070368	Unreasonable refund arrangements	Advice Given
070395	Unreasonable refusal to grant financial	Advice Given
070845	Failure to adhere to training agreement	Advice Given
070873	Unreasonable expulsion from course	Advice Given - Other/General
070878	Failure to provide additional assistance to student with disability	Advice Given

Other Authorities

Complaints finalised from 1 July 2006 to 30 June 2007

FILE NO.	COMPLAINT DETAILS	OUTCOME
071372	Failure to correct result following discovery of	Declined - Out of Time
071539	Unreasonable decision to impose fine	Preliminary Investigation - Partly Resolved in Favour of Complainant
071625	Lack of information provided to overseas student	Preliminary Investigation - Not Sustained - Explanation Given
072216	Alleged unfair treatment relating to assessment	Advice Given
072336	Unreasonable behaviour by staff member	Advice Given - Referred to Agency
072611	Failure to provide adequate instructions	Declined - Refused to Investigate
072843	Alleged discriminatory practices	Advice Given
073053	Lack of information in regards to fees	Advice Given - Referred to Agency
WorkCover Corporation		
069894	Unreasonable management of claim	Preliminary Investigation - Not Sustained - Explanation Given
070197	Failure to accept claim	Withdrawn - Withdrawn by Complainant
070208	Failure to provide information upon request	Preliminary Investigation - Reasonable Resolution
070383	Unreasonable decision regarding no claim bonus	Advice Given - Referred to Agency
070465	Failure to provide information about claim	Advice Given
070618	Failure to adhere to agreement	Advice Given - Referred to Agency
070634	Unreasonable management of claim	Advice Given - Referred to Agency
070666	Unreasonable decision on claim	Advice Given - Referred to Agency
070670	Failure to pay compensation in accordance with prior practice	Advice Given
070805	Failure to manage claim in reasonable manner	Advice Given
070863	Unreasonable delays in settling claim	Advice Given - Referred to Agency
071046	Unreasonable decision to refuse claim	Advice Given
071068	Advice regarding agency payments	Advice Given - Referred to Agency
071147	Unclear information regarding entitlements	Advice Given - Referred to Agency
071189	Refusal to accept claim	Advice Given
071204	Misleading information provided to the public	Advice Given
071370	Unreasonable delay in processing claim	Preliminary Investigation - Partly Resolved in Favour of Complainant
071385	Unreasonable management of claim	Advice Given
071387	Unreasonable process	Advice Given
071416	Failure to provide documentation for court	Advice Given
071422	Unreasonable decision to threat to impose fine	Preliminary Investigation - Reasonable Resolution
071426	Alleged unreasonable decision	Advice Given - Referred to Agency
071441	Failure to continue payments	Advice Given
071510	Refusal to continue paying medical bills	Preliminary Investigation - Not Sustained - Explanation Given
071657	Failure to follow order of the court	Advice Given
071665	Incorrect information provided	Advice Given - Referred to Agency
071699	Unreasonable termination of weekly payments	Declined - Alternate Remedy
071784	Unreasonable use of funds	Outside of Jurisdiction
071791	Failure to process claim in a timely manner	Advice Given
071885	Unreasonable delay in forwarding cheque	Preliminary Investigation - Reasonable Resolution
071963	Advice sought	Advice Given
071987	Unreasonable management of claim	Advice Given - Referred to Agency
072032	Unreasonable refusal to change legislation	Declined - Refused to Investigate
072061	Unreasonable increase in premium	Preliminary Investigation - Partly Resolved in Favour of Complainant
072189	Unreasonable refusal of interim payment	Advice Given - Referred to Agency
072299	Unreasonable refusal to make redemption payout	Preliminary Investigation - Not Sustained - Explanation Given
072322	Unreasonable decision to reduce income	Advice Given - Referred to Agency
072397	Unreasonable disclosure of medical condition	Advice Given - Referred to Agency
072400	Unreasonable management of finances	Advice Given - Referred to Agency
072639	Unreasonable charge	Advice Given - Other/General
072670	Failure to process claim in a timely manner	Advice Given
072755	Unreasonable decision to cut back payments	Advice Given
072764	Failure to advise of progress of claim and financial assistance	Advice Given - Referred to Agency
072812	Unreasonable behaviour of officer	Advice Given
072827	Unfair process in determining compensation	Advice Given
072845	Failure to continue payments	Advice Given
072871	Unreasonable increase in levy	Advice Given - Referred to Agency

Public Hospitals & Health Services

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FILE NO.	COMPLAINT DETAILS	OUTCOME
Central Northern Adelaide Health Service		
065083	Alleged breach of administrative guidelines	Full Investigation - Partly Resolved in Favour of Complainant