



● Ombudsman's Report ●●●

● Introduction

In the course of the 2007-08 financial year there have been a number of changes in the manner of the discharge of the functions and responsibilities of the Ombudsman to ensure compliance with the provisions of the *Ombudsman Act 1972* and other common law responsibilities.¹

Further, there has been finalisation of a number of long standing matters within the office. In my opinion, there is now a better understanding by some agencies that are subject to the jurisdiction of this office of the responsibilities that are required of them as public authorities and of individual officers within those agencies of their responsibilities as public officers.

It has been noted that in a number of the cases that have been the subject of investigation that the operational control processes of the agency concerned, particularly in the case of some councils, were inadequate, and, in some cases, seriously inadequate. 'Operational' as distinguished from 'financial' controls are not, in my opinion, accorded appropriate emphasis within some agencies. Whilst a failure in operational controls can, in certain circumstances, have adverse financial implications for the agency concerned, these matters are often not, particularly in the case of councils, the subject of review by auditors. Consequently the problems associated with operational controls can remain unaddressed.

During the course of the year several matters associated with the administration of the *Ombudsman Act 1972* were identified. The significant matters that, in my opinion, should be brought to the attention of the government and the Parliament are the subject of comment hereunder.

On 24 September 2008, I gave evidence to the Economic and Finance Committee at which time I raised a number of matters that, in my opinion, were of public interest importance. Although the date of this attendance is outside of the reporting year for this annual report, in my opinion, it is appropriate to refer to some of the matters that were the subject of my evidence at that time as they arose in the course of investigations that commenced but were not completed during the relevant period².

● Freedom of Information

Although there has been considerable progress in the addressing the backlog of matters in this area of the responsibilities of the office, nonetheless, there continue to be resource constraints in dealing with the demand and the complexity of issues that arise. There are also several matters that, in my opinion, should be brought to the attention of the government and the Parliament. These matters are discussed hereunder.

Training for FOI Officers

The year has highlighted inadequacy within some state government agencies and councils (hereinafter referred to as 'agencies') concerning responses and explanations received from them to requests regarding freedom of information matters, both at the agency determination and external review level. In my opinion, judging by the standard of responses received by this office in relation to FOI matters, some agencies do not have a proper understanding of the *Freedom of Information Act 1991*.



¹ Several of these matters have been the subject of evidence to the Economic and Finance Committee of the Parliament.

² As in the case of financial attest reporting, where a matter of importance arises within the period following the end of the reporting period and prior to the date of the presentation of the formal report, it is important that those matters be included. Certain comments in this report have been included that fall in this category.





In my opinion, the FOI training for Accredited Officers is inadequate. During the course of a review undertaken by this office, endeavours are made to refresh agencies' understanding of their obligations under the FOI Act. My office has also conducted seminars and workshops to assist FOI officers in understanding the Act. Many agency FOI officers have made the comment that, in their view, their training is inadequate and that this is a source of frustration for them.

Discussions between my office and FOI officers in some agencies clearly evidences the fact that FOI is not considered 'core business', and that FOI is often marginalised and under-resourced.

Support for FOI Officers

Notwithstanding that some applications to agencies under the Act may be broad, it is, nonetheless the responsibility of the Accredited FOI Officer to search for, locate, and consider the relevant documents in order to make a determination under the Act. A search will invariably involve the Accredited Officer having to call for the relevant documents from other agency staff. The FOI Officer is reliant on the co-operation of agency staff to provide the documents. Some FOI Officers have informed my office of a reluctance by staff within their organisations to provide them with documents.

Several have commented that this situation can pose difficulties for them if the staff member concerned holds a position senior to them. They state that in these circumstances they feel constrained in how to deal with the matter and are reticent to report the situation. This is, of course, unacceptable, and may be a breach of the relevant Public Sector and Council Codes of Conduct. Further, in my opinion, it may also be unlawful. My office is currently investigating allegations concerning a former staff member of an agency withholding the provision of documents to an Accredited Officer in response to a request by the Officer for documents in order to respond to an FOI application.

The potential issue of pressure applied by other agency staff to Accredited Officers in a determination process is real. In my opinion, this situation should be addressed at senior management level to ensure that the underlying policy of FOI legislation is not undermined. Chief Executives must, in my opinion, not only support their Accredited FOI Officers, but be seen to be doing so. Further, Chief Executives should remind their staff of the Accredited FOI Officers' role, and the obligations required of the agency under the Act.

The Underlying Principle

It is a matter of fundamental principle that no person has the authority to fail to make available relevant documentation. All documents that fall within the scope of the FOI application and that cannot be withheld on the basis of falling within an established exemption or for other lawful reasons, must be disclosed. Any person who participates in a review of the documentation that is to be provided in relation to the application should be mindful that it is unlawful to withhold otherwise relevant documentation simply on the basis of seeking to avoid potential embarrassment.

Further, many agencies and councils refer their FOI applications and external reviews for legal advice. This process can lead to delays in processing an application. My office now has a policy of advising agencies (and applicants), that their submissions should always include complete and accurate information at the earliest opportunity. This is important as I may finalise the review at any time after receipt of the initial arguments as to why information may or may not be disclosed. I will not engage in a drawn out process of argumentation that has the consequence of preventing or frustrating a timely resolution of a legitimate application under the FOI Act.

The Local Government Association and the FOI Act

One particular review determined shortly after the end of the financial year was, in my opinion, unnecessarily drawn out, in part, because of the council's advice in relation to the applicant's ability to access his workers' compensation documents. This raised an issue that while a council itself is subject to the FOI Act, the Local Government Association (LGA), which manages the council's local government workers' compensation self-insurance scheme, is not.

The LGA is the peak body of SA councils representing a tier of government in South Australia. It is funded by member councils and other public funds.

The LGA is a principal policy developer for and on behalf of councils, and liaises as a representative body of councils with industry and State and Federal Governments. It is recognised in Schedule 1 of the *Local Government Act 1999* as 'a public authority for the purpose of promoting and advancing the interests of local government'. The LGA's constitution and rules cannot be altered or revoked without the approval of the Minister.





Notwithstanding its public authority status, the LGA was exempted from the operation of the FOI Act by an amendment in 2001. This leaves a significant gap in the accountability framework of this tier of government and, in my opinion, is an anomaly that should be re-visited as to the appropriateness of its continuance when the LGA is exercising its powers pursuant to a statutory authority.

●Local Government

There were a number of matters that arose in the course of the reporting period for this annual report involving local government that, in my opinion, raised issues of significant public interest concern. It is important to emphasise that these matters related to only a few local government authorities. Nonetheless, it has been demonstrated that, in some matters, some local authorities follow a practice that may have been developed in another council, not appreciating that that practice may be unlawful.

In evidence to the Economic and Finance Committee during the course of the year, I commented on the issues that, in my opinion, warranted attention by some councils. Some of those matters are the subject of specific comment hereunder. The identification of some of these councils cannot be made in this report, as the finalisation of the investigation concerned did not occur until after 30 June 2008.

Nonetheless, some of the matters that have been investigated evidence a dismissive attitude to complaints and a high-handed and officious approach by some council employees in the discharge of their duties as public officers.

The Exercise of Prosecutorial powers by Councils Including the Issue of Expiation Notices

The evidence is incontrovertible that some councils do not properly understand their responsibilities as public authorities in the matter of prosecutorial proceedings against members of the community who are alleged to have committed an offence under statutory provisions that have been committed to the administrative responsibility of councils. It is to be emphasised that this comment applies only to a few councils that have been subject to investigation by my office in recent times.

Nonetheless the situation is, in my opinion, of public interest importance, and warrants corrective action being taken to prevent the potential for abuse of office and abuse of power by those entrusted with the exercise of prosecutorial authority.

The recovery of Costs by Councils where Prosecution is Withdrawn

During the year, one council sought to recover its legal costs associated with the withdrawal of an intended prosecution of an expiation notice process. In this matter, the recipient of the notice had elected to be prosecuted. The prosecution proceedings had not been lodged in the court and the recipient was seeking to avoid court action.

Whilst it can be readily understood that it is reasonable that a council may wish to recover its legal costs in such circumstances, in my opinion, in the absence of a court order sanctioning the appropriateness of the amount of costs to be recovered, there is an unacceptable risk of abuse by a public authority in these circumstances. Further, in my opinion, in the absence of statutory authority, such an arrangement is unlawful. It is my understanding that this practice may occur on a regular basis in local government where a person who initially indicated that they elected to be prosecuted, on realising the consequences of a criminal conviction, wanted to change their mind and pay the expiation notice.

In my opinion, there is merit in allowing such a practice to be undertaken provided that there are proper safeguards in place. It is in the public interest to efficiently resolve these matters whilst at the same time allowing a council to recover reasonable costs that may have been incurred by it in the matter. A proper authority other than the parties could certify to the appropriateness of the costs in a particular matter. I herewith draw this matter to the attention of the government and the Parliament.

The Matter of Legal Professional Privilege and Section 20 of the *Ombudsman Act 1972*

Public authorities that are subject to the Ombudsman's jurisdiction are required to act lawfully. It is important that those authorities obtain legal advice in those matters where it is deemed necessary to do so. The argument has been raised with this office that legal advice that has been obtained by councils is not legally able to be accessed by the Ombudsman in the conduct of carrying out an investigation under the *Ombudsman Act 1972*. There has been no issue in these matters concerning government departments and other crown agencies. Crown agencies do provide copies of legal advice obtained by them.





Section 20 of the *Ombudsman Act 1972* provides that the Ombudsman is to have the power to request information from agencies that under the common law would be accorded privilege from disclosure. This information includes legal advice that may have been obtained by an agency and that advice has informed the administrative action that the agency has taken in a particular matter.

Having regard to the legal advice to the Local Government Association that it is arguable that councils may not be liable to provide a copy of legal advice to the Ombudsman, in my opinion, it is of importance that this situation be placed beyond argument. If a council were to be able to deny access to the Ombudsman legal advice that has been obtained by it, and that legal advice has been the basis of its administrative action in a particular matter, the Ombudsman would, in my opinion, be obstructed from effectively discharging his/her responsibilities under the *Ombudsman Act 1972*. It is my understanding that the disclosure of legal advice to the Ombudsman under section 20 does not constitute a waiver of the privilege in the legal advice.

A failure to comply with legal advice in circumstances where there is no proper basis to fail to do so raises an issue of public interest importance. All public authorities must comply with the law and a failure to do so constitutes maladministration. This type of situation has arisen in the course of the past year. In the event that the Ombudsman is not able to access the legal advice that has been obtained by a council, the situation may arise that a council, having been advised of its legal responsibilities, continues to conduct its administrative affairs contrary to law.

Further, there is also the possibility that the legal advice may, for various reasons, be incorrect. One such reason is that the legal adviser is not properly instructed regarding all relevant facts. In this situation, to act on the basis of the legal advice could simply compound the potential for error or abuse.

In the situation where the legal advice was not made available, the Ombudsman would not be able to discharge his/her responsibilities with respect to councils in relation to a core element of the responsibilities of the office. In my opinion, this could not have been the intention of the Parliament in enacting section 20 of the *Ombudsman Act 1972*.

Having regard to the significance of this matter in the administration of the *Ombudsman Act*, in my opinion, it is important that there be no ambiguity regarding the right of the Ombudsman to be properly informed regarding all relevant matters that may have informed the administrative actions of a council including any legal advice it may have obtained. Accordingly, this matter is brought to the attention of the government and the Parliament.

•Other matters associated with the *Ombudsman Act 1972*

Section 3

In my opinion, the definition of 'act' should be amended to include a recommendation made to a council regarding the exercise of any of the powers and functions under the *Local Government Act 1999*. The exercise by a council of power based on a failure of the antecedent administrative processes to accord with the law etc., should not, in my opinion, be outside of the jurisdiction of the Ombudsman. This would clarify the fact that the policy recommendations made to a council are subject to the jurisdiction of the Ombudsman where there has been internal administrative failure associated with the development of that policy.

Section 22

The effect of this provision of the *Ombudsman Act 1972*, in my opinion, prevents the Ombudsman from informing the Parliament or Committees of the Parliament of matters that are of public interest importance unless and until a report is published pursuant to section 26 of the Act.

Any party who may be affected by such evidence can be accorded procedural fairness through the parliamentary committee processes.

Section 25

The existing provisions do not permit the Ombudsman to advise the Minister of the response of the agency to recommendations that may be made by the Ombudsman in a report under this section. In these circumstances the Minister is not able to be fully informed of the final outcome of the investigatory process.

In my opinion, it is important for the Minister to be advised of the final position of the investigation in order to allow the Minister to make an assessment of what action the Minister may consider appropriate under the *Local Government Act 1999* with respect to the council that is the subject of the report or local government generally.





Penalty Provisions under the *Ombudsman Act 1972*

The existing penalty provisions under the *Ombudsman Act 1972* are, in my opinion, inadequate in the light of changes that have been made in comparable legislative provisions.

The Exercise of Section 19 Powers under the *Ombudsman Act 1972*

The *Ombudsman Act 1972* provides that for the purposes of an investigation the Ombudsman has the powers of a commission as defined in the *Royal Commissions Act 1917*.

As a general practice, this office would only exercise the powers under the *Royal Commissions Act* in circumstances where it was necessary to do so having regard to the public interest considerations involved. This power has been exercised, *inter alia*, in matters where there has been a need to ensure the completeness and integrity of the evidentiary basis upon which an opinion is to be expressed.

Several instances have arisen in the course of the past year where there has been a failure of certain councils to produce to my office all relevant information that has been in the possession of the council that related to an investigation that was being undertaken. In other cases information provided was found, on further inquiry, to be wrong either, *inter alia*, because the information provided was misleading or because all relevant information was not provided notwithstanding the fact that it was held in the council records at the time that the request was made.

The government and the Parliament are reliant upon the opinions expressed by the Ombudsman. A failure to produce information and/or producing information and being indifferent as to whether that information was, or was not correct or complete raises a serious issue as to the administrative integrity of the agency concerned. In these circumstances, in my opinion, where the public interest so requires, it is essential that the Ombudsman take all necessary steps that have been provided by the Parliament to ensure the integrity of the evidence upon which reliance is to be placed.

The Concept of Relevance in the matter of Investigations under the *Ombudsman Act 1972*

The matter of 'relevance' of information that has been requested for the purpose of an investigation has, on occasion, been questioned by some agencies during the year. There have also been instances whereby agencies have sought to impose conditions on the provision of information.

Whilst these matters have been satisfactorily resolved, it is, nonetheless, a matter of concern that public authorities are not properly aware of their responsibilities under the law. This matter has been the subject of judicial review, and the authorities are clear as to the nature of the information that may be obtained for the purpose of conducting an investigative process. In the context of an investigative process the authorities have established that relevance should not be narrowly defined.

The Ombudsman and the Framework for the Prevention of Corruption in Government

The office of the Ombudsman is recognised by the Government as one of the public offices in this State that has a role in the prevention of corrupt conduct on the part of those agencies that are within its administrative jurisdiction. In my opinion, there is a need to review the present legislative provisions of the *Ombudsman Act 1972*, and potentially other legislation to ensure that this responsibility of this office is facilitated.

The Ombudsman has the responsibility to refer matters that raise issues of corruption to the Anti-Corruption Branch of the South Australian Police Department. This can arise as a result of matters that are the subject of a complaint under the *Whistleblowers Protection Act 1993* and matters that are regarded by this office as raising possible offences under the *Criminal Law Consolidation Act 1935*.

During the reporting period for this report a matter associated with the affairs of a council has been referred to the Anti-Corruption Branch. Issues have been raised with this office by complainants who have expressed disquiet at not being properly informed of the position and/or outcome of complaints that have been referred by this office to the Anti-Corruption Branch of the Police Department.

In my opinion, the accountability framework for addressing anti-corruption matters in this State would be enhanced by the reporting by the Anti-Corruption Branch, through the Commissioner of Police, to the Ombudsman and responsible





Ministers (i.e. the Minister for Police and the Attorney-General) the details as to the reasons, both factual and legal, as to why a particular matter that has been referred by the Ombudsman has not resulted in any further action where this is the decision that is taken.

In my opinion, in the absence of such a process, the Ombudsman is not in a position to adequately respond to a complainant as to the reasons for not investigating a complaint where such a referral has been made. As a matter of fundamental principle, there should be no governmental activity that is outside the scrutiny of an independent agency that reports directly to the Parliament. A change in this regard would require legislative amendment to the relevant legislation. In my opinion, the current accountability arrangements are not adequate to ensure proper accountability in these matters.

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, 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*
- ▶ *Whistleblowers 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 state and local 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 agencies 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 *Ombudsman Act 1972* 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 be frivolous, trivial, vexatious, or not made 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
- ▶ 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
- ▶ legal advisers to the Crown

● Investigations by the Ombudsman

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

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 an appropriate 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 the Ombudsman decides to investigate a complaint, the Ombudsman advises the agency and the complainant accordingly. As part of this process, the Ombudsman identifies the issues raised by the complainant along with any other issues that we consider relevant. The Ombudsman can choose to conduct either an informal or a formal investigation (preliminary or full). If the Ombudsman decides not to investigate, the complainant is advised of this, along with the reasons for the 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 should not in any report, make adverse comments about any person or agency unless they have been 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

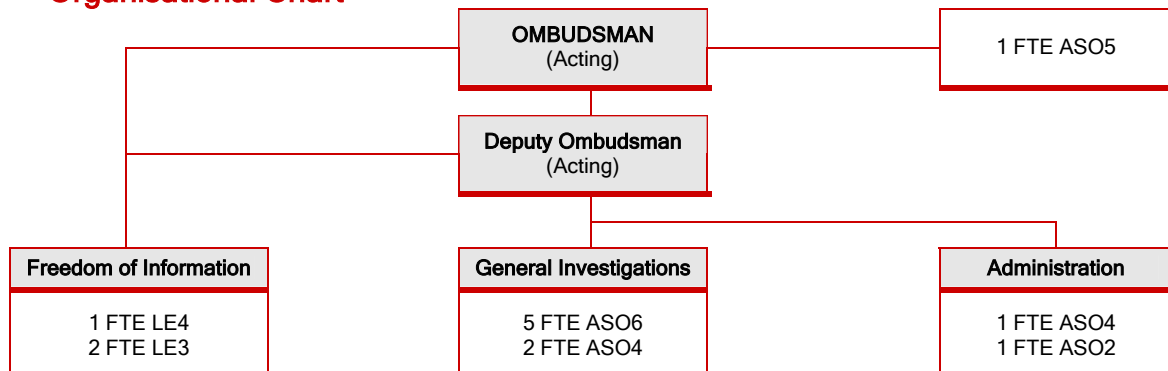
- ▶ provide an accessible and timely service, with equal regard for all people with respect for their background and circumstances
- ▶ provide impartial and relevant advice and clear information about what we can and cannot do
- ▶ provide timely, impartial and fair investigation of complaints
- ▶ ensure 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 the Ombudsman's 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 7480 (7417 - previous year 2006-07) matters considered by the Ombudsman during the year, of which 2515 (2477 - p/y) were complaints within the general jurisdiction of the Ombudsman and 264 (295- p/y) matters were treated under the *Freedom of Information Act 1991*. Other non-jurisdictional contacts and referrals were in excess of 4700 (4644- p/y) matters.

● General jurisdiction

The general jurisdiction covers state government agencies, other authorities and local government councils. There were 180 (187- p/y) existing complaints under investigation from the previous year and we received 2335 (2290 p/y) new complaints. 2515 (2477- p/y) complaints were considered during 2007-08.

Of these, we conducted investigations (preliminary or full) into 1233 (1225- p/y) complaints. Of the remaining complaints 939 (939- p/y) complaints were resolved by provision of advice to complainants; a further 129 (104- p/y) complaints were disposed of as being outside jurisdiction, declined or withdrawn. The remaining 199 (185- p/y) complaints will continue to be investigated during 2008-09.

The level of new complaints increased from 2290 to 2335 and the number of matters finalised increased by from 2292 to 2316.

There was a slight decrease in the number of general complaints still under investigation and less than six months old from 130 in 2006-07 to 126 in the current reporting year.

Inevitably, the investigation of complex matters may take a considerable time to finalise. This year, the number of general matters still under investigation and greater than 12 months old increased from 9 in 2006-07 to 27 in the current reporting year.

General jurisdiction	2005-06				2006-07				2007-08			
	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	89	69	39	197	72	80	35	187	68	83	29	180
Cases Opened during period	1568	726	352	2646	1353	598	339	2290	1365	594	376	2335
Total Cases open	1657	795	391	2843	1425	678	374	2477	1433	677	405	2515
LESS CLOSURES												
Advice Given	593	331	150	1074	513	269	157	939	450	293	174	917
Conciliated	1	1	1	3	1	1		2				
Declined	23	25	11	59	21	17	14	52	35	21	15	71
Determination <i>s32 Water Resources Act</i>	1			1	1			1				
Full Investigation	21	42	11	74	20	20	9	49	9	10	4	23
Outside of Jurisdiction					22	2	8	32	26	6	12	44
Preliminary Investigation	924	303	173	1400	749	278	149	1176	821	245	144	1210
Transferred to HCSCC					7			7				
Withdrawn	22	13	10	45	25	11	9	45	27	12	12	51
Total Cases closed	1585	715	356	2656	1359	598	335	2292	1368	587	361	2316
STILL UNDER INVESTIGATION	72	80	35	187	66	80	39	185	65	90	44	199



●Freedom of Information

Another responsibility of the Ombudsman is to conduct reviews under the Freedom of Information legislation. There were 50 (61- p/y) reviews carried over from the previous year and during the year there were 214 (234- p/y) contacts. The total number of matters requiring review/advice during the year was 264 (295- p/y).

We provided FOI advice on 145 (177- p/y) matters this year. Full and preliminary investigations were conducted into 14 (11- p/y) matters and 53 (55- p/y) applications for FOI reviews were determined. At the end of the reporting year there were 52 (52- p/y) reviews remaining.

The level of new requests for assistance decreased from 234 to 214 and the number of matters finalised decreased from 243 to 212.

In this area of work the number of applications for review less than six months old slightly increased from 22 in 2006/2007 to 26 in the current reporting year. The number of determinations still to be made greater than 12 months old increased from 15 to 17.

Freedom of Information	2005-06	2006-07	2007-08
OPEN CASES			
Cases Open at beginning of period	47	61	50
Cases Opened during period	342	234	214
Total Cases open	389	295	264
LESS CLOSURES			
FOI Advice Given	199	177	145
FOI Investigation	14	11	14
FOI Review	115	55	53
Total Cases closed	328	243	212
STILL UNDER INVESTIGATION	61	52	52



● Freedom of Information ●●●

● Case studies ●●●

● District Council of Goyder¹

An alternative means of access to documents for injured workers.

Council confidentiality orders do not prohibit documents from release under the Freedom of Information Act.

● Application for access

As a former employee of the council, the applicant requested documents concerning him and his workers compensation matter with the council. While the council released some of the documents, it refused access to others on the basis of several exemptions, including the internal working document exemption in clause 9(1) of schedule 1 to the *Freedom of Information Act 1997* (the FOI Act). Clause 9(1) provides:

Internal working documents

9. (1) A document is an exempt document if it contains matter—
- (a) that relates to—
 - (i) any opinion, advice or recommendation that has been obtained, prepared or recorded; or
 - (ii) any consultation or deliberation that has taken place,
- in the course of, or for the purpose of, the decision-making functions of the Government, a Minister or an agency; and
- (b) the disclosure of which would, on balance, be contrary to the public interest.

The applicant requested a review from my office.

● Ombudsman review

In the review, I raised the issue of section 107B of the *Workers Rehabilitation and Compensation Act 1986 (WRAC Act)* and the status of a confidentiality order of council in one of the documents.

(1) Section 107B WRAC Act

Many of the documents under review to which access had been refused under clause 9(1), fell within section 107B of the WRAC Act. This section provides that a self-insured employer must provide on request by a worker, copies of

'all documentary material' in the possession of the self-insured employer 'relevant to a claim made by the worker'. A penalty of \$5,000 lies for non compliance by the self-insured employer. The only documentation relevant to the claim that the self insured employer is not obliged to produce is material that is relevant to the investigation of suspected dishonesty in relation to the claim, and if the material is protected by legal professional privilege.

In brief, I informed council that the applicant was able to access the documents under section 107B, and that council should therefore consider releasing the documents to the applicant. But the council considered that the Local Government Association Workers Compensation Scheme (the Scheme) was the appropriate body to deal with section 107B and the applicant should apply to the Scheme for the documents. The council maintained its argument under clause 9(1), that release of the documents would undermine the confidentiality of communications between the council and the Scheme and indeed between council and the 'greater local government community in South Australia', and would therefore be contrary to the public interest.

(2) Confidentiality Order regarding council minutes

One of the documents protected under clause 9(1) was confidential council minutes which dealt with the applicant's worker's compensation claim. Council again argued that disclosure would 'jeopardise the council's ability to discuss negotiations in confidence, and hinder the process for future negotiations.'

● Ombudsman determination

I considered that the council's argument was at odds with Parliament's intent under section 107B of the WRAC Act. All documents, even those showing 'confidential communications' in the processing of a claim, are available to the worker under the WRAC Act, subject to the two exceptions mentioned above. These 'confidential communications' were the very type of documents under review.

I considered that the council would be obliged to provide them to the applicant pursuant to a request from him under section 107B, as the council is a self-insured employer within the meaning of section 107B of the WRAC Act.



¹ My determination in this review was dated 3 July 2008.

I could not therefore accept that it would on balance, be contrary to the public interest for council to release the documents, as they were the very type of documents which the Parliament considers must be made accessible to the applicant under section 107B of the WRAC Act.

I noted that council's confidentiality order in relation to the Minutes was for twenty years, as made in mid 2008. Yet the council had provided no real argument to my office about why the recording should be protected from disclosure to the applicant under the FOI Act. I commented that merely because a confidentiality order has been made by a council under sections 90 and 91 of the *Local Government Act 1999* does not mean that information protected by the order cannot be released under the FOI Act.

Council's confidentiality order is only one of the factors to be considered in the public interest balancing process in clause 9(1)(b).

I considered that there was a public interest in the council being able to exercise its right under the *Local Government Act 1999* to make confidentiality orders in its decision making. There was also a public interest in the applicant's right to know under the FOI Act, and the applicant receiving fair treatment by the council in accordance with workers' compensation law. I considered there was a public interest in the applicant being able to see council's reasons for making its decisions during the passage of his workers' compensation claim. The applicant's claim had been finalized and I considered that the public interest factors in favour of disclosure outweighed those against disclosure.

I reversed these aspects of the council's determination.

● Department of the Premier and Cabinet

Importance of the objects of the Freedom of Information Act 1991.

● Application for access

The applicant was partially refused access to certain SafeWork SA documents concerning certain mining facilities and the operation of the dangerous substances and petroleum legislation, including the *Dangerous Substances and Major Hazards Facilities Bill 2005* (the Bill) and sought a review by my office of the Department's determination.

● Ombudsman review

Part of my review involved considering documents related to consultations within government and the public concerning the drafting of the Bill, which the Department claimed were exempt under the internal working document exemption of clause 9(1) schedule 1 to clause 9 (1)(b) of the FOI Act previously described.

In balancing the public interest under paragraph 9(1)(b), the Department acknowledged that there is a public interest in transparent and accountable decision-making processes in government.

However, the Department considered that disclosure had the potential to undermine 'the objects of government' and 'any future enforcement' of the Bill which although had lapsed, was to be reintroduced into the Parliament. The Department argued that the documents had the potential to 'mislead or be misinterpreted'.

● Ombudsman determination

I was not persuaded by this argument. I determined that the argument about enforcement of the Bill was misconceived. I also referred the Department to one of the express objects of the FOI Act, 'to facilitate more effective participation by members of the public in the processes involved in the making and administration of laws and policies' (section 3(1)(b)). Disclosure of the documents would clearly satisfy section 3(1)(b). Further, Parliament intended that the FOI Act 'should be interpreted and applied so as to further the objects of this Act' and that the administrative discretions in applying the exemptions under the Act should be exercised 'as far as possible, in a way that favours the disclosure of information of a kind that can be disclosed without infringing the right to privacy of individuals'.

I reversed this part of the agency's determination to provide for release of the documents.



● Department for Correctional Services

Prisoner seeking reasons for refusal to transfer him to another prison - Ombudsman unable to provide reasons.

● Application for access

Applicants are entitled to be given reasons when agencies refuse access to documents under the FOI Act. However, in some instances, such as this case, they are not.

A prisoner applicant was concerned that his assessment plan had changed and he was no longer being transferred to a prison located in an area where his wife was living. He requested access to his case notes held by the Department, including those which showed the reasons for the change in plan. While he was given access to some of the notes, he was refused access to others on grounds such as the personal affairs exemption in clause 6(1), the internal working document exemption in clause 9(1), and the secrecy provisions in other legislation exemption in clause 12(1) of Schedule 1 to the FOI Act.

● Ombudsman review

This office met with the Department and recommended consultation with particular third parties whom I considered would not object to their personal affairs being released to the applicant. As a result, additional documents were released to the applicant during the review.

● Ombudsman determination

I accepted the internal working document exemption in relation to some of the documents, as I was satisfied that disclosure would on balance be contrary to the public interest. However, I was prevented from giving reasons to the applicant for my views, as to do so would disclose information which had been claimed exempt by the department under the FOI Act.

Section 39(15) of the Act provides that:

A relevant review authority should avoid disclosing in its reasons for a determination any matter that the agency claims is exempt matter (whether or not the relevant review authority agrees with that claim).

In relation to the clause 12(1) claim, the agency claimed section 23(4) of the Act.

Clause 12 (1) provides:

12—Documents the subject of secrecy provisions

- (1) A document is an exempt document if it contains matter the disclosure of which would constitute an offence against an Act.

Section 23(4) states:

- (4) An agency is not required to include in a notice any matter if its inclusion in the notice would result in the notice being an exempt document.

I accepted the agency's claim of clause 12(1) and section 23(4), but again, I was prevented from providing particularized reasons to the applicant because of section 39(15) of the Act.

● Medical Board of South Australia

Thinking outside the square

● Application for access

The applicant applied to the Board for access to documents about a medical practitioner. At the time she was representing a former patient of the medical practitioner who had complained to the Board about him.

● Agency determination

The Principal Officer of the Board determined to give the applicant access to some, but not all, of the information she had applied for. The Board refused to give her access to, inter alia, details of any other complaints made to the Board about the medical practitioner. In its determination, the Board neither confirmed nor denied the existence of additional complaints. It claimed, however, that if it did hold any additional complaints they would be exempt pursuant to clause 12(1) of Schedule 1 to the FOI Act. The Board claimed that disclosure of any additional complaints would be contrary to the secrecy provisions of section 88 of the *Medical Practice Act 2004*.

● Ombudsman review

As a result, the applicant sought external review by the Ombudsman. The applicant was not required to seek internal review by the Board, because its Principal Officer made the initial determination.

In an effort to resolve the review, or narrow the issues in dispute, my office scheduled a conference with the applicant and representatives of the Board at an early stage.





This is permitted by section 39(5)(c)(i) of the FOI Act. The applicant and the Board were cooperative during the conference, which led to an innovative solution. The applicant and the Board entered into an agreement whereby the applicant would provide a generic letter to the Board, inviting any complainants to contact her. The Board agreed to forward the letters to any complainants it was aware of at their last known address. For the purposes of the agreement, the Board was not required to tell the applicant whether or not any letters had, in fact, been sent. I understand that the Board complied with the agreement, and the applicant received letters from other complainants as a result.

• **Comment**

This review highlighted the benefits of the parties being cooperative, flexible, and innovative in the process of finding a solution.

• **Central Northern Adelaide Health Service (Glenside Campus)**

Inconsistent approaches between agencies

• **Application for access**

The applicant sought access to documents concerning his detention in a mental health facility. He was detained after his attendance at an electorate office.

The agency determined that various parts of the documents were exempt pursuant to clauses 6 (personal affairs) and 9 (internal working documents) of Schedule 1 to FOI Act. The agency relied on section 26(4) of the FOI Act to grant the applicant access to the non-exempt parts of the documents, through a registered medical practitioner of his choice.

The applicant initially nominated his general practitioner, but withdrew his nomination when their relationship broke down. This occurred before he had obtained any access to the documents.

• **Agency internal review**

As a result, the applicant applied for internal review.

Following internal review, the agency reduced its claims of exemption to parts of six documents and one complete document, pursuant to clauses 6(1) or 13(1)(a) (confidential material); and the names of its staff throughout the documents, pursuant to clause 4(1)(a) (endangerment to the life or physical safety of a person).

It maintained that the applicant should only be given indirect access to the documents. Knowing that the applicant's relationship with his general practitioner had broken down, the agency offered him access through one of its employees, a clinical psychologist (whom the agency later conceded was not a registered medical practitioner, as required by section 26(4) of the FOI Act).

Initially the applicant accepted this offer, but revoked his consent when the psychologist advised that she was not happy for his brother to accompany him to inspect the documents.

• **Ombudsman review**

It was then that the applicant applied to the Ombudsman's office for external review. He had still not been given access to any of the documents.





On review, the agency claimed that parts of six documents and one complete document were exempt pursuant to clauses 6(1) or 13(1)(b) (confidential material); and that the names and signatures of its staff were exempt pursuant to clause 4(1)(a).

Throughout the review, the agency maintained that the applicant should not be given direct access to the non-exempt parts of the documents. It argued that it should be able to withhold access until the applicant nominated a registered medical practitioner. The agency maintained its position even after being informed that another agency (the Southern Adelaide Health Service (SAHS)) had released a number of the same or similar documents (approximately 60 of approximately 220 captured by the application), and the names and signatures of staff, to the applicant in response to a separate FOI application. SAHS had, however, claimed that parts of six documents, and one complete document, were exempt.

The applicant, who by then had formed a relationship with another general practitioner, was reluctant to jeopardise this relationship. The practitioner was reluctant to become involved in any event.

Ultimately, I confirmed the agency's claim of exemption over parts of seven documents pursuant to clause 6(1) or 13(1)(b) of Schedule 1. I determined that parts of certain documents were exempt, even though the agency had not claimed as much; and that some parts claimed exempt were not, as SAHS had released them to the applicant previously. I reversed the agency's claim of exemption over the names and signatures of staff. I determined that the applicant should be given direct access to the non-exempt parts of the documents.

In addition to the 60 pages that were the same or similar to pages released by SAHS, approximately 40 pages within the scope of the application had been created, completed or signed by the applicant; created by his brother; or sent to the applicant or his brother.

•Comment

The determination that the applicant should be given direct access to the non-exempt documents was made after consultation with the psychiatrist, on whose opinion the agency had relied. The psychiatrist was not opposed to copies of the non-exempt parts of the documents being provided to the applicant.

I am conscious of the difficulties agencies may experience when dealing with mental health records, particularly where an applicant is unable or unwilling to nominate a registered medical practitioner to be given the documents. That said, it is important in their determination for agencies to have regard to any information that has been released to an applicant by another agency.

**•Department of the Premier and Cabinet (SafeWork SA)
Department of Treasury and Finance**

Sufficient searches are the key

•Application for access

The applicant applied to the Department of Treasury and Finance (DTF) for access to documents about a workplace accident that had occurred approximately two months earlier. The applicant was a representative of the insurer of the vehicle involved in the accident. The time, date and location of the accident and the driver and registration number of the vehicle involved, were specified in the application.

After a search of SafeWork SA's electronic databases failed to reveal any documents within the scope of the application, DTF determined that no relevant documents existed. SafeWork SA later claimed that the application did not include enough information (about the identities of relevant contractors and the owner of the worksite for example) to enable it to locate the documents.

•Internal review

The applicant found it unbelievable that no documents existed. As a result, he applied for internal review and requested that the agency conduct further searches. To assist the agency, he summarised the events following the accident and included the names of people, in addition to the driver, he knew to have been involved. The internal review was handled by the Department of the Premier and Cabinet (DPC) which by then had assumed responsibility for SafeWork SA's FOI applications. After a number of requests, the relevant file was located. The file contained 26 documents. DPC granted access to 5 documents. It initially refused access to the remaining 21 documents as it was obliged to consult with third parties pursuant to sections 26 and 27 of the FOI Act before giving access to documents concerning their personal and business affairs.





• **Ombudsman review**

Following the internal review by the agency, the applicant sought external review by my office.

When none of the third parties objected to documents concerning them being released to the applicant, DPC released them. The applicant nevertheless believed that further documents, namely statements of witnesses and diagrams of the site, must exist. My office therefore questioned the sufficiency of SafeWork SA's searches to locate relevant documents. DPC informed my office that no statements or diagrams existed. This response was provided after SafeWork SA had performed another keyword search; and the relevant inspector and the inspector's team manager had confirmed that the file containing the 26 documents represented all documents relevant to the accident.

My office then queried, among other things, whether the inspector had made contemporaneous notes of measurements of the site and an interview with the driver of the vehicle. References to measurements and contact details were contained within documents released to the applicant.

In the end, the inspector's contemporaneous notes were located in a SafeWork SA notebook and released to the applicant. The external review settled as a result.

• **Comment**

Although DTF did not refuse to accept the application in this case (it simply determined that it did not hold any relevant documents), it is timely to note that section 15 of the FOI Act provides:

An agency must not refuse to accept an application merely because it does not contain sufficient information to enable the document to which it relates to be identified without first taking such steps as are reasonably practicable to assist the applicant to provide such information.

Apparently, the relevant inspector thought it was unnecessary to provide the notes to DPC for processing, because other documents released to the applicant included the relevant information.

When responding to a request for documents, agency staff should provide *all* documents within the scope of the application to the assigned Accredited FOI officer for processing. The officer processing the application can consult with the applicant if they require clarification.

The term 'document' is defined broadly in section 4(1) of the FOI Act to include 'anything in which information is stored or from which information may be reproduced.' In addition, if an agency has an immediate right of access to a document, it is taken to hold that document for the purposes of the FOI Act, pursuant to section 4(4). This can extend to documents in the possession of external service providers.

● **Department of Treasury and Finance - Revenue SA**

Unreasonable diversion of an agency's resources.

● **Application for access**

The applicant sought access to all information about the Emergency Services Levy account attached to a house owned by him and his grandmother who had died several years previously. The applicant was involved in a long running dispute with Revenue SA over the non-payment of the account.

● **Ombudsman review**

It was ascertained that Revenue SA and the debt collection agency it utilised were, for a period of time, giving the applicant conflicting information as to how much money was owing. The error was rectified and the agency was cooperative with my office, and willing to give the applicant whatever information he sought. However, the applicant was unwilling to accept the explanation given by the agency for the mistakes that had occurred.

Ultimately, the agency was able to provide the applicant with information relating to his account in two formats: firstly, a spreadsheet in digital format; and secondly, a large number of individual screen-dumps (computer printouts). The first format provided a complete picture, whilst the second provided a more user-friendly picture. The thoroughness of the second format, however, could not be guaranteed; and the production of the screen-dumps would take a considerable time.

After ascertaining from the Probate Registry that it was appropriate to provide to the applicant information concerning his grandmother (for the purposes of the FOI Act, it may be irrelevant that she is deceased), I determined that as long as Revenue SA provided the digital spreadsheet, it did not have to *also* provide the screen-dumps, as to do so would unreasonably divert the resources of the agency from their use for other official purposes (section 22(2)(a) FOI Act).

In the circumstances I decided that the applicant did not need the same information twice.

● **Department of Health**

Cabinet documents

● **Application for access**

The Department of Health produced a report on the effects of 'red dust' in Whyalla. The applicant sought access to the report when it was still in draft form.

● **Ombudsman review**

The agency provided sufficient information to satisfy me that the document was a draft of a document 'specifically prepared for submission to Cabinet'. Accordingly, it was an exempt document in its entirety under clause 1(1)(b) of Schedule 1 to the FOI Act. However, in addition to the preliminary thoughts of the author of the report regarding the red dust situation in Whyalla, the report also contained a large amount of research information that was not the author's own work, nor that of the agency. It appeared that the author had conducted a study of existing research published globally, and had included it in the report. It was my view that it would not infringe the doctrine of cabinet secrecy to release these parts of the report, notwithstanding that they formed part of a document that was exempt in full. I expressed my views to the agency; and subsequently, the Minister for Health raised the matter in Cabinet. Cabinet agreed to release part of the report.

● **Comment**

Whilst the information that was subsequently released may not have been all the applicant was seeking, this matter provides a good example of the proper application of the doctrine of cabinet secrecy.



● **Department of Health**

Information concerning abortion statistics.

● **Application for access**

This application was for 'all documentation demonstrating compliance with the *Criminal Law Consolidation Act 1935* (concerning abortion) for all abortions performed at the Central Northern Adelaide Health Service during January 2007.' Under Schedule 1 to the *Criminal Law Consolidation (Medical Termination of Pregnancy) Regulations 1996*, medical practitioners who perform abortions are required to submit forms containing the information specified in regulation 5. Regulation 7 provides that the forms must not be released, other than in certain circumstances or to a select category of persons. The applicant did not fall within one of these categories of persons. Regulation 9 provides that it is an offence to contravene or fail to comply with a provision of the Regulations. The applicant specified that they would accept documents with names, addresses, telephone numbers, medical numbers and codes deleted.

The agency refused to release the completed forms but offered to release them with all information that had been completed by the medical practitioners deleted. The applicant did not take up the offer of the blank forms. Instead, the applicant argued that the release of the forms was required, as release under the FOI Act is one of the 'exceptions' to regulation 7, which provides in sub-clause 7(1)(b) that the prohibition against release does not apply if release is 'required by law'. The agency, and later my office, rejected this argument. If a document is an exempt document under Schedule 1 to the FOI Act, the FOI Act does not 'require' its release.

● **Ombudsman review**

During external review, I clarified which parts of the forms would, in the applicant's view, 'demonstrate compliance' with the legislation. The applicant responded that he would be willing to limit the scope of the application to the production of forms with all elements blanked out, except all content contained within items numbered 9 and 12 on the forms. Questions 9 and 12 relate to the 'grounds' for the termination of pregnancies and the 'post-operative complications or death' as a result of the termination. I was of the view that these questions directly related to the power given to the Governor to make regulations under sections 82A(4)(a) and 82A(4)(b) of the *Criminal Law Consolidation Act*. Accordingly, it would be an offence to release such information to the applicant, even in an un-identified state. I therefore determined that the parts of the forms sought by the applicant were exempt under the secrecy provisions of clause 12 of Schedule 1 to the FOI Act.





● Freedom of Information ● ● ● Matters received 1 July 2007 to 30 June 2008		
Adelaide Hills Council	1	0.5%
Attorney-General's Department	4	1.9%
Berri Barmera Council	1	0.5%
Central Northern Adelaide Health Service	17	8.0%
Children, Youth & Women's Health Service	2	0.9%
City of Burnside	5	2.3%
City of Charles Sturt	1	0.5%
City of Holdfast Bay	6	2.8%
City of Mount Gambier	1	0.5%
City of Onkaparinga	2	0.9%
City of Playford	4	1.9%
City of Prospect	1	0.5%
City of Salisbury	1	0.5%
Corporation of the City of Marion	1	0.5%
Corporation of the City of Unley	1	0.5%
Corporation of the City of Whyalla	2	0.9%
Country Fire Service	2	0.9%
Courts Administration Authority	4	1.9%
Department for Correctional Services	8	3.8%
Department for Environment and Heritage	2	0.9%
Department for Families and Communities	13	6.1%
Department of Education & Children's Services	16	7.5%
Department of Health	5	2.3%
Department of Primary Industries & Resources	3	1.4%
Department of the Premier and Cabinet	10	4.7%
Department of Transport, Energy and Infrastructure	11	5.2%
Department of Water, Land & Biodiversity Conservation	1	0.5%
District Council of Peterborough	1	0.5%
Eastern Health Authority	4	1.9%
Environment Protection Authority	4	1.9%
Flinders University Council	2	0.9%
Gawler Health Service	1	0.5%
Guardianship Board	1	0.5%
Kangaroo Island Council	1	0.5%
Medical Board of SA	4	1.9%
Minister for Agriculture, Food & Fisheries	2	0.9%
Minister for Health	2	0.9%
Mt Gambier & Districts Health Service Inc	3	1.4%
Port Augusta Hospital & Regional Health Service	5	2.3%
Public Advocate	1	0.5%
Public Trustee	2	0.9%
Repatriation General Hospital	4	1.8%
SA Forestry Corporation	2	0.9%
SA Housing Trust	3	1.4%
Senior Secondary Assessment Board of SA	1	0.5%
Southern Adelaide Health Service	27	12.7%
University of Adelaide Council	2	0.9%
Victor Harbor City Council	1	0.5%
WorkCover Corporation	15	7.0%
TOTAL	213	100.00%





● Freedom of Information ● ● ● Matters completed 1 July 2007 to 30 June 2008		
Adelaide Hills Council	1	0.5%
Attorney-General's Department	6	2.8%
Central Northern Adelaide Health Service	19	9.0%
Children, Youth & Women's Health Service	1	0.5%
City of Burnside	4	1.9%
City of Charles Sturt	1	0.5%
City of Holdfast Bay	6	2.8%
City of Mitcham	1	0.5%
City of Mount Gambier	1	0.5%
City of Onkaparinga	2	0.9%
City of Playford	4	1.9%
City of Prospect	1	0.5%
City of Salisbury	1	0.5%
Corporation of the City of Marion	1	0.5%
Corporation of the City of Unley	1	0.5%
Corporation of the City of Whyalla	2	0.9%
Corporation of the Town of Walkerville	3	1.4%
Country Fire Service	2	0.9%
Courts Administration Authority	4	1.9%
Department for Correctional Services	10	4.7%
Department for Environment and Heritage	1	0.5%
Department for Families and Communities	17	8.0%
Department of Admin and Information Services	1	0.5%
Department of Education & Children's Services	7	3.3%
Department of Health	5	2.4%
Department of Primary Industries & Resources	2	0.9%
Department of the Premier and Cabinet	12	5.7%
Department of Transport, Energy and Infrastructure	7	3.3%
Department of Treasury and Finance	2	0.8%
Department of Water, Land & Biodiversity Conservation	1	0.5%
District Council of Peterborough	1	0.5%
Eastern Health Authority	3	1.4%
Environment Protection Authority	4	1.9%
Flinders University Council	2	0.9%
Gawler Health Service	1	0.5%
Guardianship Board	1	0.5%
Kangaroo Island Council	1	0.5%
Medical Board of South Australia	4	1.9%
Minister for Agriculture, Food & Fisheries	2	0.9%
Minister for Health	2	0.9%
Mt Gambier & Districts Health Service Inc	1	0.5%
Office of Public Employment	1	0.5%
Police Department	1	0.5%
Port Augusta Hospital & Regional Health Service	5	2.4%
Public Advocate	1	0.5%
Public Trustee	2	0.9%
Repatriation General Hospital	4	1.9%
SA Forestry Corporation	2	0.9%
SA Housing Trust	4	1.9%
Senior Secondary Assessment Board of South Australia	1	0.5%
Southern Adelaide Health Service	27	12.6%
University of Adelaide Council	2	0.9%
Victor Harbor City Council	1	0.5%
WorkCover Corporation	13	6.1%
TOTAL	212	100.00%



● Government Departments ●●●

● Case studies ●●●

● Department for Education and Children's Services

Unreasonable decision by teacher to impose student's attendance at religious seminar

Summary of complaint

A complainant mother complained about the actions of a teacher in her daughter's primary school, who sought to impose attendance by the daughter at a religious seminar. Approximately one year previously, the complainant had complained about the same issue to the school and the Minister. As a result, the complainant was reportedly assured the matter had been managed by the department, and that her wishes would be respected. At the time, a letter was sent by the Minister to the complainant to that effect.

Investigation

When my office contacted the department, the Manager of Community and Tertiary Liaison immediately acknowledged the incident should not have occurred. The Manager assisted my office in providing relevant information, including directing my office to the department's Administrative Instructions and Guidelines (AIGs). The AIGs cover a range of matters including religious activities in schools. Furthermore, the Regulations under the *Education Act 1972* also deal with religious education in schools, and provide the ability for a child to be exempted from attendance at religious education classes on conscientious grounds.

The Manager acknowledged that there should be a consistent approach across the department in dealing with such matters.

Outcome & Opinion

The complainant was, in fact, a member of the school's School Governing Council, so she had some understanding of the operations of the school system. The conduct of religious seminars is not part of a school curriculum, and the department acknowledged that the incident should not have occurred.

Although the AIGs dealt with this issue, my investigation revealed that the incident arose, in part, as a result of staff changes at the District Office and also, a change in the school's principal. However, the department recognised that such events, could not justify non-compliance with the AIGs.

It was also recognised that it was necessary to ensure compliance in such matters across the public education system.

As a result, the school in question then sent a letter to all parents and carers of students explaining the policy and seeking their views as to their child's attendance at the next religious seminar. The parents and carers were required to indicate if they consented to their child attending or if they declined to give consent. The teacher concerned was counselled in relation to the application of the policy. The department established a working group to develop terms of reference for a religious education sub-committee of the School Governing Council. This is a requirement under the *Education Regulations 1997*. This would then be applied across the public school system. The complainant was invited to assist the group. It was resolved that the School Governing Council would in future, be informed of a proposed religious seminar in the term preceding its scheduled sitting dates.



● **Department for Education and Children's Services**

Alleged inadequate action taken regarding behaviour of student

Summary of complaint

A father complainant contacted my office following an incident at his son's primary school. In the final week of term three, it was alleged that a student had behaved in an inappropriate manner towards the son and another boy at lunchtime in the school playground. In the first week of the school holidays, the mother of the other boy contacted her son's classroom teacher to report the incident. The mother also contacted the Child Abuse Report Line (CARL) and made a mandatory notification.

After the incidents were reported, the complainant claimed that the action taken by the school and the department was inadequate. The complainant considered that the intervention strategies in place for term four did not ensure his son's safety in the classroom and in the school yard. He also had concerns about the way in which school staff dealt with ongoing incidents and the interaction between the boys during fourth term.

Investigation

During my investigation I was provided with a summary of the actions taken by staff from the school and the department in response to the incident. It was clear that as soon as the incident was reported to staff, staff met with the concerned parents and students, and a number of intervention strategies were put in place, prior to the beginning of the next school term.

It was evident that the school took the view that provision of ongoing support to the boys would, by necessity, include the involvement of the students and their parents; school and departmental staff; the school counsellor; and personnel from other support agencies.

Several weeks into term four, school staff assessed and reviewed the behaviour management plans and strategies that had been put in place at the beginning of the term. As the complainant remained concerned about his son's wellbeing, a decision was made for the boys to be placed in different classrooms. The school carried out a risk assessment which indicated that it was highly unlikely that a similar incident would reoccur.

The school counsellor and another senior staff member continued to provide ongoing support to the complainant's son and the other boys on a daily basis; and they continued to meet with the families. Ongoing involvement and support was provided by a social worker and arrangements were made for students to be involved in the school's Child Protection Curriculum.

Outcome & Opinion

It was clear from the information provided that the complainant and the staff at the school had different views on the way in which the school should have dealt with the incident.

However, the department demonstrated that the school's response to the incident had adequate regard for the unique circumstances surrounding the incident, as well as the individual accounts of the parents and students involved.

I could not find any evidence of maladministration on the part of the department. My investigation confirmed that school staff and others did the best they could in the circumstances to provide the students and parents involved with an adequate level of ongoing support and to take reasonable care to protect them from all reasonably foreseeable risks.

I had regard for the challenges faced by the families and the school. However, given all the circumstances of the complaint and the considerable period of time that had passed from the time when the incident took place, it was my view that any further investigation of the complainant's concerns would not be worthwhile.



● **Housing SA**

Housing maintenance and rent adjustment

Summary of complaint

A tenant complained about unsatisfactory maintenance and repairs to his Housing SA property. He also had concerns about the adjustments to the amount of rent he was required to pay following a number of recent changes to his employment circumstances.

He complained that a maintenance assessment of the property was undertaken; and although work to upgrade the property was commenced shortly afterwards, he encountered a number of problems once the work was completed.

He had been advised that the bathroom would be upgraded, however the workers who visited the property told him that the condition of the bathroom did not warrant an upgrade.

After the inside of the house was painted, paint marks were left on the floors and there were paint drips on the walls. The skirting boards were not replaced and a number of doors were without handles and could not be closed. Outside, there were gates that needed replacing.

The tenant was also concerned that there had been recent adjustments to his rent; and although Housing SA staff had met with him to discuss the amount of rent he was required to pay, he stated that there was a miscalculation due to a change in his Centrelink benefit arrangements.

Investigation

I contacted Housing SA about the concerns raised.

The agency advised that a full internal redecoration had been approved for the property. The work was completed and several weeks later when a maintenance officer attended the property, the tenant told the officer that the work had been completed to his satisfaction. An agency inspection of the property some months later, did not find any evidence of paint drips on the walls or floors.

Work to upgrade the bathroom was approved; and I was advised that the work would be completed in several weeks. The bathroom floor was tiled and painted where required. The work required to repair and replace the skirting boards, and work on internal doors and driveway gates was completed within several weeks.

The tenant had advised Housing SA that there were constant changes to his income; and the agency had suggested that he provide them with the details of his income as the changes occur over a period of time so that the agency could determine an average income and make a fixed adjustment to his rent for a specific period.

It was Housing SA's view that the tenant's rent adjustments, although backdated when appropriate, were correct. Although the tenant usually advised Housing SA of the changes to his income, there were occasions when his income had changed and he had not provided written proof of the changes in a timely manner. As a result, adjustments to his rent occurred some time later.

Outcome & Opinion

The agency acknowledged the unreasonable delays on the part of the contractors in reporting the maintenance requirements to the agency. Carpentry and fencing maintenance contractors were reminded of their responsibility to provide a timely and efficient maintenance service, and to comply with the Housing SA customer service standards.

Housing SA is required to comply with government regulations to ensure that rent is correctly assessed, based on a tenant's total household income. The policies in place require all tenants to provide up-to-date written information when the agency needs to review their income. This process is in place to ensure that all tenants are provided with a fair and equitable assessment of their financial situation and to ensure that the rent is adjusted accordingly.

With this information in mind, I determined that Housing SA acted in accordance with the relevant policies, and I considered that the actions of the agency were not unreasonable. For that reason, I advised the complainant that further investigation of his complaint was neither necessary nor justifiable.

● **Department of Transport, Energy and Infrastructure (Transport SA)**

Incorrect suspension of licence

Summary of complaint

I received a complaint concerning the incorrect suspension of the complainant's driver's licence. The complainant informed me that he attempted to renew his Driver's Licence after not receiving a renewal notice. He was subsequently informed by Transport SA that his licence could not be renewed as it was currently suspended due to a DUI charge. The complainant later obtained information which showed that the charge was related to another person who held the same name, although of a different address. The complainant made numerous attempts to resolve the matter via Transport SA, the Adelaide Magistrates Court and SAPOL, all to no avail. The complainant was particularly concerned as he required his licence for employment purposes.

Due to the nature, the urgency and the complexity (involvement of various agencies) of the complaint, I decided to commence preliminary inquiries with all agencies concerned. Initial inquiries were made with the Adelaide Magistrates Court. It was confirmed that the information forwarded to Transport SA contained a different address to that of the complainant.

Investigation

My further inquiries revealed that Transport SA receives information from both SAPOL in the event of immediate loss of licence and the court. In this particular case, Transport SA received initial information directly from SAPOL relating to an immediate loss of licence for DUI containing information that directly related to the complainant. Furthermore, Transport SA received separate information from the court relating to a person containing the same name as the complainant; however all other details were different. As Transport SA was unable to identify a correct match of information on their system, a 'new' client record was created to accommodate the subsequent information received from the court. It is important to highlight that, as part of any inquiries, it was revealed that the offence date for each matter was identical. Transport SA informed my office that they required in writing from SAPOL, a direct link between the immediate loss of licence and the court date before they were in a position to amend their records. It was noted that such a request needed to come from the individual involved, and as such Transport SA advised the complainant of the steps he needed to take in contacting SAPOL for the required information.

In light of the complainant's difficulty in achieving a satisfactory resolution, I made subsequent inquiries with SAPOL in order to establish their standing in the matter. Whilst my jurisdiction limits me with respect to investigating complaints about SAPOL, the merits of this particular case warranted inquiries.

Outcome & Opinion

My inquiries revealed that SAPOL had recorded the 'Immediate Loss of Licence' suspension, against the complainant in error. Transport SA was immediately informed of the error and was provided with a written request from SAPOL, to amend their records with the correct information. Transport SA in turn amended its records, and the complainant was informed that he could attend a Transport SA Customer Service Centre to renew his driver's licence.

Whilst SAPOL acknowledged that an administrative error had occurred, having regard to the circumstances of the matter it was my opinion that this matter was an unfortunate isolated incident. Given the efficient cooperation of all agencies concerned, I considered that pursuance of a full investigation was not warranted.



● **Department for Correctional Services**

*Ombudsman Own Initiative investigation
Children and visits to Yatala Labour Prison*

Summary of complaint

Yatala Labour Prison implemented a rule whereby prisoners were no longer permitted to hold their children during visiting times. Eighty five visitors to the prison signed a petition stating that the new rule was harsh and oppressive. As a large number of visitors to the prison lodged their concerns with the Ombudsman, I decided to conduct an 'own initiative' investigation pursuant to section 13(2) of the *Ombudsman Act 1972*.

Investigation

I requested clarification from Yatala Labour Prison as to why and how the new rule had been implemented, as such action taken at first blush, and without due cause, appeared harsh and oppressive.

The prison reported to me about an isolated incident involving unacceptable behaviour by a prisoner during a visit and also about visits whereby visitors had used babies and smaller children to 'carry' prohibited substances into the visit centre. In light of these instances, it was considered necessary to implement the new rule.

Outcome & Opinion

In considering the information provided to me, I was of the opinion that the prison responsibly implemented the new rule to eliminate 'at risk' behaviours and to protect the overall welfare and safety of all children visiting the prison.

However, I suggested that the visitor information sheet be revised to state that:

'The safety of children, in a risk environment such as Yatala Labour Prison, is deemed a priority under the *Children's Protection Act 1993*. Children are to be kept safe at all times and not allowed to sit on any prisoner's knees during visiting hours.'

This added information then clarified to all prisoners and visitors why such measures needed to be taken.





● Government Departments ● ● ● Complaints Received 1 July 2007 to 30 June 2008

Attorney-General's Department	53	3.9%
Department for Correctional Services	613	44.9%
Department for Environment and Heritage	9	0.7%
Department for Families and Communities	38	2.8%
Department of Education & Children's Services	72	5.3%
Department of Health	7	0.5%
Department of Primary Industries & Resources	15	1.1%
Department of the Premier and Cabinet	12	0.9%
Department of Transport, Energy and Infrastructure	176	12.8%
Department of Treasury and Finance	47	3.4%
Dept of Further Education, Employment, Science & Technology	16	1.2%
Dept of Water, Land & Biodiversity Conservation	7	0.5%
Environment Protection Authority	7	0.5%
Office of Public Advocate	1	0.1%
SA Housing Trust	195	14.3%
SA Water Corporation	96	7.0%
State Electoral Office	1	0.1%
TOTAL	1365	100.00%



● Government Departments ● ● ● Complaints received-Issues-1 July 2007 to 30 June 2008

	Department for Correctional Services	Department of Education & Children's Services	Department of Transport, Energy and Infrastructure	SA Housing Trust	SA Water Corporation	(Other)	Total	Percentage
Access to educational services		2					2	0.2%
Access to Information						2	2	0.2%
Access to treatment	1						1	0.2%
Administration	25	13	55	14	14	51	172	12.6%
Administration/general management	3		1	2			6	0.4%
Administrative practices/policies	21	22	63	26	15	83	230	16.8%
Approvals (permits, licenses, registrations)			12		1	3	16	1.2%
Case Review	2						2	0.1%
Citizen Rights	1	3	1	1		1	7	0.5%
Communication	1	1	5	3	1	6	17	1.2%
Conduct		2					2	0.1%
Daily routine	190				1		191	14.0%
Discipline	4	6					10	0.7%
Double up cells	24						24	1.8%
Drains/Sewers				1	1		2	0.1%
Duty of care	4	9		1		2	16	1.2%
Fees/charges/levies	2	2	6	1	21	11	43	3.2%
Financial assistance		2		1		1	4	0.3%
Financial issues	3	2	13	6	20	32	76	5.6%
Health						1	1	0.1%
Home Detention	17						17	1.2%
Housing				129			129	9.5%
Land Use			1	1			2	0.1%
Leave	7						7	0.5%
Mail	17						17	1.2%
Maintenance			2				2	0.1%
Medical	5						5	0.4%
Officer misconduct	9	1	1	1		2	14	1.0%
Ordinances, Regulations, By-laws			1				1	0.1%
Other	70		1	3	2	3	79	5.8%
Planning and development						1	1	0.1%
Policy development and implementation		2					2	0.1%
Property	85						85	6.2%
Punishment	11	1					12	0.9%
Quality of treatment	4	1	2				7	0.5%
Rates and charges			1	2	18	5	26	1.9%
Record keeping		1	3	3	1	5	13	1.0%
Security	4						4	0.3%
Services	3	1	3		1	3	11	0.8%
Superannuation/Retirement Benefits						1	1	0.1%
Transfers	73						73	5.3%
Transport			5				5	0.4%
Visits	10						10	0.7%
Work and education	17						17	1.2%
Workers Compensation		1					1	0.1%
TOTAL	613	72	176	195	96	213	1365	100.00%
	44.9%	5.3%	12.9%	14.3%	7.0%	15.6%		



● Government Departments ● ● ● Complaints completed 1 July 2007 to 30 June 2008		
Attorney-General's Department	53	3.9%
Department for Correctional Services	602	44.0%
Department for Environment and Heritage	12	0.9%
Department for Families and Communities	35	2.6%
Department for Transport, Urban Planning & The Arts	1	0.1%
Department of Education & Children's Services	75	5.5%
Department of Health	5	0.4%
Department of Human Services	1	0.1%
Department of Primary Industries & Resources	21	1.5%
Department of the Premier and Cabinet	11	0.8%
Department of Transport, Energy and Infrastructure	177	12.8%
Department of Treasury and Finance	46	3.4%
Dept of Further Education, Employment, Science & Technology	15	1.1%
Dept of Water, Land & Biodiversity Conservation	10	0.7%
Environment Protection Authority	6	0.4%
Office of Public Advocate	1	0.1%
SA Housing Trust	201	14.7%
SA Water Corporation	95	6.9%
State Electoral Office	1	0.1%
TOTAL	1368	100.00%

● Government Departments ● ● ● Complaints completed-Outcomes-1 July 2007 to 30 June 2008								
Outcome	Department for Correctional Services	Department of Education & Children's Services	Department of Transport, Energy and Infrastructure	SA Housing Trust	SA Water Corporation	Other)	Total	Percentage
Advice Given	166	26	55	79	47	77	450	32.9%
Declined	13	4	5	5	1	7	35	2.6%
Full Investigation	2	1	1	0	0	5	9	0.7%
Outside of Jurisdiction	11	3	3	1	0	8	26	1.8%
Preliminary Investigation	397	36	111	114	46	117	821	60.0%
Withdrawn	13	5	2	2	1	4	27	2.0%
TOTAL	602	75	177	201	95	218	1368	100.00%
	44.0%	5.5%	12.9%	14.7%	6.9%	15.9%		



● Local Government ●●●

● Case studies ●●●

● City of Burnside

Unreasonable decision to allow property access across a council reserve

Summary of complaint

A complaint was made by a group of residents affected by a council decision granting access across a screening reserve and a road reserve to a property owner adjacent to their land.

The residents believed that council had approved access across the reserves and that it was contrary to their understanding of the purpose of the creation of the screening reserve. The residents also believed that due process was not followed in granting the approval.

The residents alleged that a condition of the approval for their subdivision, which created a cul de sac, was that the adjoining properties that backed onto the cul de sac be separated by a fence or other solid structure and a screening reserve. The residents further alleged that the development approval for the construction of their houses required fences to match the fences erected at the rear of the properties that backed onto the cul de sac.

Investigation

Council advised me that it had been willing to work with the residents in formulating a reasonable resolution to this matter and would stand by its undertaking to consult with residents in relation to a planting plan for the reserves.

Council also advised that no approval granting access across the screening reserve or the road reserve had been given. However, if an application was made it would consider it as an application for a licence pursuant to section 202 of the *Local Government Act 199* and consult with the residents. Without pre-empting any decision, council confirmed its intention as previously advised to the residents:

While Council will not consent to the use of stepping stones or a pathway across the reserve, it may consent to other less formal materials such as a thick layer of woodchips. This would be undertaken in conjunction with landscaping of the area in accordance with ... below.

It is unclear whether the screening reserve was intended as a barrier for motor vehicles, pedestrians, noise or privacy.

Council advised that developers and surveyors would create these reserves to restrict traffic between subdivisions. If this is true then perhaps there was an argument that the screening reserve was to act as a barrier against motor vehicles. The residents believed that the intention of the screening reserve was as a barrier to everything and that this was supported by their verbal legal advice. I considered that the intent was ambiguous and that council should consider making its intention clear by providing a definition of barrier in its Community Land Management Plan - Walkways and Screening Reserves.

Outcome & Opinion

Council was advised that having regard to all the circumstances, its actions in this matter were not unreasonable but that it needed to:

- Advise the property owner that backed onto the cul de sac that no approval existed to access the property via the reserves.
- Consult with both the residents in the cul de sac and the property owner that backed onto the cul de sac over the plantings on the reserves.
- Conduct a Risk Management Assessment of the track should the property owner that backed onto the cul de sac seek a licence for pedestrian access across the reserves to ensure a safe access across the reserves.
- Consult with residents on the terms and conditions of a licence should the property owner that backed onto the cul de sac seek pedestrian access across the reserves. Council should consider how it might monitor compliance with any conditions of a licence and enforce termination should any breaches occur. Alternatively council might wish to consider a short term licence with a compliance requirement to be met before considering any extension of the licence.
- Clarify the intended meaning of barrier in its Community Land Management Plan - Walkways and Screening Reserves by providing a definition in the document.

On this basis of council's agreement to undertake these actions, the matter was concluded as a reasonable resolution.



● City of Whyalla

Development approval process

Summary of complaint

A resident contacted me about the council's approval of a development application submitted by the complainant's neighbour to construct a verandah and install an above-ground swimming pool on the boundary of their property.

The resident had contacted the council to complain about the level of noise created by the users of the swimming pool and surrounding area. A number of other issues were raised with the council, concerning modifications to a section of gutter, the boundary fence and a gate, as well as the installation of flashing and a wall to assist in the reduction of the noise emanating from the pool and surrounding area.

Both neighbours had complained to the council that the council wrongly approved the construction of the verandah and the installation of the pool. The complainant and the neighbours individually stated that as a result of the development, both parties were required to undertake costly alterations to their properties.

Investigation

I advised the complainants that I have no authority to revoke a council's planning decision. However, I was able to investigate whether the council applied a proper process in reaching the planning decision.

I was provided with comprehensive information from both neighbours. Although the council encouraged and assisted both parties to engage in a mediation process, the dispute could not be resolved.

Several expert opinions were sought by all parties, in an endeavour to address the issues.

My investigation took into account the information provided by the Environment Protection Authority and an independent consulting engineer who had reported on the technical acoustic aspects relating to the location of the verandah and the swimming pool. The council had also sought legal advice regarding the council's approval of the development application.

After many months, the complainants' neighbours were eventually advised that a practical solution to the problems would be to construct a new swimming pool at least three metres away from the boundary. They decided to act on that advice and a new in-ground pool was constructed further inside their property.

Outcome & Opinion

My investigation confirmed that the council properly approved the development application. The council, in determining the appropriate classification for the particular development and in accordance with section 35(1) of the *Development Act 1993*, correctly referred to both the *Development Regulations 1993* and to the Whyalla Development Plan. The relevant provision in Schedule 4 of the Regulations provided that if a swimming pool is located within 3 metres of a boundary fence, it will not be a complying development.

However, the Whyalla Development Plan in that year stipulated that subject to compliance with any imposed conditions, a swimming pool was a complying development. There were at the time, no conditions relevant to swimming pools in the Development Plan. The development application in this case, related to a complying development. The law provides that when there is compliance with the relevant Development Plan, development approval must be granted. The council had no discretion in the matter and had to consent to the development.

It is significant to note that the Whyalla Development Plan has since been amended. The Plan, when dealing with complying development within the Residential Zone, now states that 'complying developments are prescribed in Schedule 4 of the *Development Regulations 1993*'.

It was apparent that a considerable amount of council time and resources were utilized in an attempt to deal with the complex and difficult issues raised by both neighbours, once the swimming pool was in place.

I advised the complainants that it was my view that there was no maladministration in this matter by the council, and any further investigation of the complaint was unwarranted.



● **City of Holdfast Bay**

Impact of street lighting

Summary of complaint

This complaint related to the council's requirement for a resident to meet the full costs of the installation of light deflection shields to reduce the level of night-time illumination of the living and bedroom areas of his home. The resident complained that the level of illumination had markedly increased since the street lighting upgrade was carried out in a joint project between ETSA and the council to remove overhead powerlines and stobie poles and erect new light poles along a section of the Esplanade.

The resident contacted the council to complain about the location, type and visual impact of the newly installed lights. However, despite the ongoing exchange of communication between the resident and the council, the resident's expectations could not be met by council.

Investigation

The council had sent a letter to residents to advise of the joint project between ETSA and the council, to remove overhead powerlines and stobie poles on a section of the Esplanade; and provided residents with a copy of the concept plan for the project. Copies of the plan were also posted at the council office and library for public comment. The council advised me that there were no comments received from residents during the consultation process. The resident claimed that he did not receive a copy of the concept plan.

The light poles and illumination in question were selected with regard to the specific road category and traffic conditions in the area, and in accordance with the relevant sections of the Australian Standards for Public Lighting. The light pole layout was designed to fit in with any work which may be carried out by council in the future to further improve the coastal road environment and aesthetics in the area. Underground cabling and lighting caissons were installed in anticipation of the approval for future coastal park improvement and development which may include the removal of speed humps and medians; and the taller light poles may be replaced with shorter coach-style lights. However, council had advised that there were 'no plans in place for this to happen in the foreseeable future'.

There was an option available to the complainant to consult with ETSA about the installation of light deflection shields which may reduce the illumination of his property. The council policy provided that although the council may act as a liaison between ETSA and the property owner, the cost of the light deflection shields must be met by the property owner.

Following a number of requests from residents in the area, the council's Environment and Engineering Committee had made a recommendation to council that 50% of cost of screening the lights be met by council and 50% be met by residents. However, a meeting of full council voted against the recommendation and resolved that residents would be required to meet the full cost of light screening, in line with past practice.

Outcome & Opinion

The council and ETSA were required to comply with the relevant policies and practices and Australian Standards relating to the installation of public lighting in streets and roadways.

In my opinion, council staff had responded to the resident in an effort to provide the resident with timely and relevant information about the street lighting upgrade and compliance requirements. In response to a number of requests from residents for screening of the new lights, the council administration appropriately sought endorsement of an amendment to the existing council policy to enable council to assist residents with the cost of light shields on a dollar for dollar basis. The recommended policy was appropriately reported on and presented to a full meeting of council, in which the councillors made an informed decision on the matter. A subsequent motion passed at the council meeting did not support the recommendation and the existing policy remained.

I determined that the council's decision not to contribute to the cost of the light deflection shields was reasonable in the circumstances of the case, and that there was no evidence of maladministration by the council.

● **City of Charles Sturt**

Council's management of feral cat colony

Summary of complaint

I received a complaint concerning the actions of the council in relation to a feral cat colony at West Beach, and a council staff member's alleged conflict of interest in relation to the council's contractual arrangements with the contractor engaged to trap and remove the cats from the foreshore.

The complainant also alleged that an elected member put forward a motion without notice at a council meeting to avoid any publicity about the council's attempt to reduce the number of feral cats at West Beach.

Investigation

The council had the required policy and procedures in place for identifying, disclosing and managing conflicts of interest. Council employees are required to provide to their relevant manager, timely written information about any involvement they may have with a business or enterprise which is not part of the employee's paid position with the council. The information is placed on the employee's personnel file. The council provided me with a copy of the staff member's Notification of External Employment which advised council of his external business interests.

The council advised that following the decision to trap and remove the feral cats from the foreshore, a number of enquiries were made of trapping service contractors. There was only one contractor who expressed an interest in providing the service and the contract was offered to him. Council assured me that the staff member was not involved in the discussions prior to the council making its contract offer; and he was entirely excluded in his role as a council employee, from any further discussions between the council and the contractor. The council advised that the staff member was not involved in the processing of requests for, or allocation of work, relating to the trapping and removal of the cats.

The council provided information in relation to the allegation that an elected member had put forward a motion without notice at the council meeting to avoid publicity. The council did not concur with the complainant's view that the elected member exercised the power to move a motion without notice for an improper purpose. The council stated that the purpose of the motion was only to clarify one aspect of a previous motion passed by council at a previous meeting.

I considered the previous motion. The motion clearly dealt with the council's objective to reduce the number of feral cats by way of a number of different strategies and a sizeable budgetary allocation. Part (2) of the motion provided for a council review of the progress of the work to reduce cat numbers and read '... within two months from today's date, the council will reconsider the matter at the earliest possible council meeting.'

Although the motion without notice put to the meeting two months later, was specific in terms of the number of cats that should remain in the foreshore habitat, it appeared that the context of the motion was compatible with the context of the previous motion.

Outcome & Opinion

My investigation found no evidence that the staff member's private interest in the contracting business came into conflict with his role as a council employee. He was no longer employed by the council, and I advised the complainant that any further investigation would be unproductive.

The *Local Government Act 1999* imposes certain obligations on elected members to act reasonably and honestly in carrying out their duties under the Act. As Ombudsman it is not my role to scrutinise the intention of elected members in relation to the way in which a motion is put forward at a council meeting. Rather, it is my role to investigate an allegation that an administrative act may not have been carried out in accordance with administrative law principles. In these particular circumstances, my investigation found no evidence that the council's elected members acted improperly in relation to the decision-making process relating to the management of the cats.

The council was undoubtedly confronted by a range of competing public interest objectives. It was my view that whatever action the council decided to take in relation to the management of the cats, it was to be anticipated that the action could lead to expressions of contrary views from different parties.



●Local Government●●●Complaints Received 1 July 2007 to 30 June 2008		
Adelaide Hills Council	14	2.4%
Alexandrina Council	13	2.2%
Berri Barmera Council	8	1.3%
City of Adelaide	35	5.9%
City of Burnside	13	2.2%
City of Charles Sturt	40	6.7%
City of Holdfast Bay	11	1.9%
City of Mitcham	14	2.4%
City of Mount Gambier	2	0.3%
City of Norwood, Payneham & St Peters	11	1.9%
City of Onkaparinga	42	7.1%
City of Playford	19	3.2%
City of Port Adelaide Enfield	24	4.0%
City of Port Lincoln	4	0.7%
City of Prospect	2	0.3%
City of Salisbury	32	5.4%
City of Tea Tree Gully	29	4.9%
City of West Torrens	18	3.0%
Clare and Gilbert Valleys Council	4	0.7%
Corporation of the City of Campbelltown	11	1.9%
Corporation of the City of Marion	29	4.9%
Corporation of the City of Unley	8	1.3%
Corporation of the City of Whyalla	6	1.0%
Corporation of the Town of Walkerville	2	0.3%
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	2	0.3%
District Council of Coorong	1	0.2%
District Council of Grant	6	1.0%
District Council of Lower Eyre Peninsula	4	0.7%
District Council of Loxton Waikerie	3	0.5%
District Council of Mallala	7	1.2%
District Council of Mount Barker	15	2.5%
District Council of Mount Remarkable	4	0.7%
District Council of Orroroo/Carrieton	3	0.5%
District Council of Peterborough	7	1.2%
District Council of Renmark Paringa	2	0.3%
District Council of Robe	4	0.7%
District Council of Streaky Bay	2	0.3%
District Council of Tatiara	3	0.5%
District Council of the Copper Coast	8	1.3%
District Council of Tumby Bay	3	0.5%
District Council of Yankalilla	8	1.3%
District Council of Yorke Peninsula	5	0.8%
Kangaroo Island Council	6	1.0%
Kingston District Council	1	0.2%
Light Regional Council	9	1.5%
Mid Murray Council	13	2.2%
Naracoorte Lucindale Council	4	0.7%
Northern Areas Council	6	1.0%
Port Augusta City Council	7	1.2%
Port Pirie Regional Council	11	1.9%
Regional Council of Goyder	7	1.2%
Rural City of Murray Bridge	7	1.2%
The Barossa Council	12	2.0%
The Flinders Ranges Council	2	0.3%
Victor Harbor City Council	9	1.5%
Wakefield Regional Council	8	1.3%
Wattle Range Council	5	0.8%
TOTAL	594	100.00%





● Local Government ● ● ● Complaints received - Issues - 1 July 2007 to 30 June 2008

	City of Adelaide	City of Charles Sturt	City of Onkaparinga	City of Salisbury	Corporation of the City of Marion	(Other)	Total	Percentage
Administration		3	1	3	4	26	37	6.2%
Administration/general management	8	9	11	6	4	105	143	24.1%
Administrative practices/policies	4	3	5	3	2	39	56	9.4%
Animals		1	1	1		9	12	2.0%
Approvals (permits, licenses, registrations)	1	2			1	12	16	2.7%
Citizen Rights	1					2	3	0.5%
Communication						4	4	0.7%
Drains/Sewers			1	1		7	9	1.5%
Fees/charges/levies			1	1	1	5	8	1.3%
Financial issues				1	2	12	15	2.5%
Health			1	1		8	10	1.7%
Housing						1	1	0.2%
Land Use		1				3	4	0.7%
Maintenance						10	10	1.7%
Officer misconduct						7	7	1.2%
Ordinances, Regulations, By-laws	2	1	1		2	6	12	2.0%
Other			2	1		5	8	1.3%
Parking	15	6	3	5	2	14	45	7.6%
Planning and development	2	9	10	4	8	101	134	22.6%
Rates and charges		1	1	1		20	23	3.8%
Record keeping	1						1	0.2%
Roads		2			2	12	16	2.7%
Trees	1	2	4	4	1	8	20	3.4%
TOTAL	35	40	42	32	29	416	594	100.00%
	5.9%	6.7%	7.1%	5.4%	4.9%	70.0%		





● Local Government ● ● ● Complaints completed 1 July 2007 to 30 June 2008

Adelaide Hills Council	16	2.7%
Alexandrina Council	11	1.9%
Berri Barmera Council	8	1.4%
City of Adelaide	38	6.5%
City of Burnside	13	2.2%
City of Charles Sturt	40	6.8%
City of Holdfast Bay	16	2.7%
City of Mitcham	14	2.4%
City of Mount Gambier	3	0.5%
City of Norwood, Payneham & St Peters	12	2.0%
City of Onkaparinga	44	7.5%
City of Playford	21	3.6%
City of Port Adelaide Enfield	23	3.9%
City of Port Lincoln	4	0.7%
City of Prospect	1	0.2%
City of Salisbury	32	5.5%
City of Tea Tree Gully	26	4.4%
City of West Torrens	15	2.5%
Clare and Gilbert Valleys Council	5	0.9%
Corporation of the City of Campbelltown	10	1.5%
Corporation of the City of Marion	25	4.3%
Corporation of the City of Unley	8	1.4%
Corporation of the City of Whyalla	8	1.4%
Corporation of the Town of Gawler	6	1.0%
Council of Roxby Downs	1	0.2%
District Council of Barunga West	1	0.2%
District Council of Ceduna	1	0.2%
District Council of Coorong	1	0.2%
District Council of Grant	8	1.4%
District Council of Lower Eyre Peninsula	3	0.5%
District Council of Loxton Waikerie	4	0.7%
District Council of Mallala	9	1.5%
District Council of Mount Barker	12	2.0%
District Council of Mount Remarkable	4	0.7%
District Council of Orroroo/Carrieton	1	0.2%
District Council of Peterborough	8	1.4%
District Council of Renmark Paringa	2	0.3%
District Council of Robe	6	1.0%
District Council of Streaky Bay	2	0.3%
District Council of Tatiara	3	0.5%
District Council of the Copper Coast	8	1.4%
District Council of Tumby Bay	4	0.7%
District Council of Yankalilla	9	1.5%
District Council of Yorke Peninsula	4	0.7%
Kangaroo Island Council	5	0.8%
Kingston District Council	1	0.2%
Light Regional Council	10	1.7%
Mid Murray Council	8	1.4%
Naracoorte Lucindale Council	4	0.7%
Northern Areas Council	4	0.7%
Port Augusta City Council	5	0.8%
Port Pirie Regional Council	11	1.9%
Regional Council of Goyder	7	1.2%
Rural City of Murray Bridge	6	1.0%
Southern Mallee District Council	1	0.2%
The Barossa Council	10	1.7%
The Flinders Ranges Council	2	0.3%
Victor Harbor City Council	10	1.7%
Wakefield Regional Council	7	1.2%
Wattle Range Council	6	1.0%
TOTAL	587	100.00%





● Local Government ● ● ● Complaints completed 1 July 2007 to 30 June 2008								
Outcome	City of Adelaide	City of Charles Sturt	City of Onkaparinga	City of Salisbury	City of Tea Tree Gully	Other	Total	Percentage
Advice Given	19	18	18	13	11	214	293	49.9%
Declined	2	2	2		2	13	21	3.6%
Full Investigation			1			9	10	1.7%
Outside of Jurisdiction						6	6	1.0%
Preliminary Investigation	17	19	22	18	11	158	245	41.8%
Withdrawn		1	1	1	2	7	12	2.0%
TOTAL	38	40	44	32	26	407	587	100.00%
	6.5%	6.8%	7.5%	5.5%	4.4%	69.3%		



● Other Authorities ●●●

● Other Authorities ●●● Complaints received 1 July 2007 to 30 June 2008		
Aboriginal Housing Authority	3	0.8%
Aboriginal Lands Trust	1	0.3%
Adelaide Cemeteries Authority	1	0.3%
Central Northern Adelaide Health Service	8	2.1%
Children, Youth & Women's Health Service	1	0.3%
Chiropractic and Osteopathy Board of South Australia	3	0.8%
Commissioner for Equal Opportunity	4	1.1%
Coroner	3	0.8%
Country Fire Service	1	0.3%
Courts Administration Authority	36	9.5%
Dental Board of South Australia	2	0.5%
Development Assessment Commission	3	0.8%
Dog & Cat Management Board	2	0.5%
Drug & Alcohol Services SA	1	0.3%
Flinders University Council	2	0.5%
Guardianship Board	6	1.6%
Health & Community Services Complaints Commissioner	29	7.7%
Institute of Medical & Veterinary Science	1	0.3%
Land Management Corporation	4	1.1%
Legal Practitioners Conduct Board	4	1.1%
Legal Services Commission	11	2.9%
Lotteries Commission	6	1.6%
Medical Board of SA	9	2.4%
Motor Accident Commission	7	1.9%
North Western Adelaide Health Service	2	0.5%
Nurses Board of SA	2	0.5%
Office of Consumer & Business Affairs	1	0.3%
Public Advocate	5	1.3%
Public and Environmental Health Council	1	0.3%
Public Trustee	69	18.2%
Renmark Paringa District Hospital Inc	2	0.5%
Residential Tenancies Tribunal	1	0.3%
RSPCA Inspectorate	2	0.5%
SA Ambulance Service	14	3.7%
SA Community Housing Authority	6	1.5%
SA Psychological Board	1	0.3%
SA Tourism Commission	3	0.8%
Senior Secondary Assessment Board of SA	2	0.5%
South Australian Tertiary Admissions Centre	2	0.5%
Southern Adelaide Health Service	4	1.1%
State Emergency Service	1	0.3%
Super SA Board	14	3.7%
Technical Regulator	1	0.3%
University of Adelaide Council	11	2.9%
University of South Australia Council	15	4.0%
Whyalla Hospital & Health Service	1	0.3%
WorkCover Corporation	69	18.2%
TOTAL	377	100.00%



● Other Authorities ● ● ● Complaints received - Issues - 1 July 2007 to 30 June 2008								
	Courts Administration Authority	Health & Community Services Complaints Commissioner	Public Trustee	University of South Australia Council	WorkCover Corporation	(Other)	Total	Percentage
Access to Information					1	5	6	1.6%
Administration	8	10	15	9	9	39	90	23.9%
Administration/general management		1				2	3	0.8%
Administrative practices/policies	12	11	30	6	11	60	130	34.5%
Approvals (permits, licenses, registrations)	1						1	0.3%
Citizen rights	1	1			1	2	5	1.2%
Communication	1	1	3		1	4	10	2.7%
Conduct						1	1	0.3%
Drains/Sewers						1	1	0.3%
Duty of care			2				2	0.5%
Fees/charges/levies	3		1		4	8	16	4.2%
Financial assistance			4			2	6	1.6%
Financial issues	6		12		8	13	39	10.2%
Housing						3	3	0.8%
Land Use						1	1	0.3%
Medical		1				1	2	0.5%
Officer misconduct	2						2	0.5%
Other		1				3	4	1.1%
Parking						1	1	0.3%
Patient Rights		1			1		2	0.5%
Planning and development						1	1	0.3%
Quality of treatment		2			1	1	4	1.1%
Rates and charges	1						1	0.3%
Record keeping	1		1			3	5	1.3%
Services			1			4	5	1.3%
Superannuation/Retirement Benefits						4	4	1.1%
Workers Compensation					32		32	8.5%
TOTAL	36	29	69	15	69	159	377	100.00%
	9.5%	7.7%	18.3%	4.0%	18.3%	42.2%		





•Other Authorities•••Complaints completed 1 July 2007 to 30 June 2008		
Aboriginal Housing Authority	3	0.8%
Aboriginal Lands Trust	1	0.3%
Adelaide Cemeteries Authority	1	0.3%
Central Northern Adelaide Health Service	6	1.7%
Children, Youth & Women's Health Service	1	0.3%
Chiropractic and Osteopathy Board of South Australia	2	0.6%
Commissioner for Equal Opportunity	5	1.4%
Coroner	3	0.8%
Country Fire Service	1	0.3%
Courts Administration Authority	37	10.2%
Dental Board of South Australia	2	0.6%
Development Assessment Commission	3	0.8%
Dog & Cat Management Board	1	0.3%
Drug & Alcohol Services SA	1	0.3%
Flinders University Council	2	0.6%
Guardianship Board	5	1.4%
Health & Com Services Complaints Commissioner	25	6.7%
Institute of Medical & Veterinary Science	2	0.6%
Land Management Corporation	4	1.1%
Legal Practitioners Conduct Board	4	1.1%
Legal Services Commission	10	2.8%
Lotteries Commission	6	1.7%
Medical Board of SA	7	1.9%
Motor Accident Commission	6	1.7%
Native Vegetation Council	1	0.3%
North Western Adelaide Health Service	1	0.3%
Nurses Board of SA	4	1.1%
Public Advocate	4	1.1%
Public Trustee	65	18.0%
Renmark Paringa District Hospital Inc	2	0.6%
RSPCA Inspectorate	2	0.6%
SA Ambulance Service	15	4.2%
SA Community Housing Authority	6	1.7%
SA Psychological Board	1	0.3%
SA Tourism Commission	3	0.6%
Senior Secondary Assessment Board of SA	1	0.3%
South Australian Tertiary Admissions Centre	2	0.6%
Southern Adelaide Health Service	3	0.7%
State Emergency Service	1	0.3%
Super SA Board	13	3.6%
Technical Regulator	1	0.3%
University of Adelaide Council	12	3.3%
University of South Australia Council	17	4.7%
Whyalla Hospital & Health Service	1	0.3%
WorkCover Corporation	68	18.8%
TOTAL	361	100.00%





● Other Authorities ● ● ● ● Complaints completed-Outcomes 1 July 2007 to 30 June 2008

Outcome	Courts Administration Authority	Health & Community Services Complaints Commissioner	Public Trustee	University of South Australia Council	WorkCover Corporation	Other	Total	Percentage
Advice Given	19	15	27	10	43	60	174	48.2%
Declined	1	2	2	0	4	6	15	4.2%
Full Investigation	0	0	0	0	0	4	4	1.1%
Outside of Jurisdiction	2	1	0	1	1	7	12	3.3%
Preliminary Investigation	15	6	35	6	18	64	144	39.9%
Withdrawn	0	1	1	0	2	8	12	3.3%
TOTAL	37	25	65	17	68	149	361	100.00%
	10.2%	6.9%	18.0%	4.7%	18.8%	41.3%		





●Financial statement●●●

Office Expenditure	2006/07	2007/08
Annual Report	2 483	1 538
Equipment maintenance	5 528	1 914
Equipment purchases	12 219	11 604
*Motor vehicles	20 716	13 929
Postage	1 171	1 285
Printing and stationery	3 991	5 561
Staff development	18 559	22 201
Publications and subscriptions	2 073	1 788
Sundries	10 331	18 610
Telephone charges	22 495	21 327
Travel/taxi charges	6 632	8 607
Computer expenses	39 848	29 656
Fringe Benefits Tax	8 341	5 357
Minor capital works	566	
Recruitment costs	7 471	3 867
Sub-total	162 424	147 244
*Accommodation and energy	108 021	109 131
Consultant/Contract staff	1 649	67 321
Sub-total	109 670	176 452
*Salaries	1 292 869	1 397 892
Sub-total	1 292 869	1 397 892
Income	(7 682)	(7 623)
Sub-total	(7 682)	(7 623)
Figures include expenses incurred by the Ombudsman position (funded by Special Acts)		
Total expenditure	1 557 281	1 713 965





● 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.



● Staff development...

● Presentations

Legal officer			
13 Nov 2007	Legal Services Commission	<i>Freedom of Information</i>	Tonia Nielsen
3 Jun 2008	Health Units/Departments	<i>FOI Issues</i>	Tonia Nielsen Megan Philpot Chad Reich

Investigating officers			
13 Nov 2007	Legal Services Commission	<i>Role of the Ombudsman</i>	John Aquilina

● Conferences, seminars, workshops attended

Legal officers			
4 Sep 2007	The John Bray Law Chapter, The John Bray Oration 2007: Censorship and secrecy: threats to an open society in an insecure age	<i>Dr Barry Jones AO</i>	Tonia Nielsen
13 Nov 2007	Unreasonable Complainant Conduct Update	<i>NSW Ombudsman staff</i>	Tonia Nielsen, Megan Philpot and Chad Reich
19 Feb 2008 29 Feb 2008	Performance Management for New Supervisors	<i>Human Interest Partners</i>	Megan Philpot
29 May 2008	AIAL - The Power to Direct Independent Agencies - Can Government Have its Cake and Eat it Too?	<i>Greg Parker, Deputy Crown Solicitor</i>	Tonia Nielsen
30 May 2008	Administrative Power and the Law	<i>Fiona McKenzie</i>	Tonia Nielsen, Megan Philpot Chad Reich
5, 6 Jun 2008	Deputy Ombudsman Meeting	<i>NT Ombudsman</i>	Megan Philpot

Investigating and assessment officers, administration staff			
17 Oct 2007	Microsoft Excel 2003 Introduction	<i>Electus</i>	Stephen Gadaleta
13 Nov 2007	Unreasonable Complainant Conduct Update	<i>NSW Ombudsman staff</i>	All staff
14 Nov 2007	Microsoft Excel 2003 Intermediate	<i>Electus</i>	Stephen Gadaleta
14 Nov 2007	Senior First Aid Re-Certification	<i>Australian Red Cross</i>	Joy Harrington
16 Nov 2007	OH&S Committee training	<i>Business SA</i>	Bronwyn Griffin
23 Nov 2007	Justice Department OH&S Conference	<i>Attorney-General's Department</i>	Bronwyn Griffin Pauline Hamilton
12 Dec 2007	Microsoft Excel 2003 Advanced	<i>Electus</i>	Stephen Gadaleta
19 Feb 2008 29 Feb 2008	Performance Management for New Supervisors	<i>Human Interest Partners</i>	Bronwyn Griffin
21 Feb 2008 28 Feb 2008	Managing inappropriate workplace conduct	<i>Aboto - Moira Jenkins</i>	Bronwyn Griffin Pauline Hamilton
4-8 Mar 2008	Mediation Workshop	<i>LEADR</i>	Mardi Brougham
3, 4 Apr 2008	Understanding and Analysing Financial Information	<i>Henry Botha</i>	Bronwyn Griffin
7, 8 Apr 2008	Risk Analysis and Management	<i>Carlo Galeano</i>	Bronwyn Griffin
20 May 2008	Improving Your Writing Skills for Business	<i>Electus</i>	Bronwyn Griffin Deb Marantos Stephen Gadaleta
26 May 2008	Increasing Effectiveness and Energy at Work and Home	<i>IPAA</i>	Bronwyn Griffin
30 May 2008	Administrative Power and the Law	<i>Fiona McKenzie</i>	All staff
13 Jun 2008	Mental Health First Aid : Psychotic Disorders	<i>Corporate Health Group</i>	Bronwyn Griffin Barbara Ley

Freedom of Information
Summary of outcomes of enquiries and reviews finalised
From 1 July 2007 to 30 June 2008

Agency	Application Dismissed	Determination confirmed	Determination revised by agency Determination Substituted (Varied and/or Reversed)	FOI Advice Given	Matter Settled during Review	No Jurisdiction to proceed	Not Sustained	Part Confirmed/Revised by Agency	Part Substituted/Confirmed	Part Substituted/Confirmed/Revised by Agency	Reasonable Resolution	Withdrawn	Total	
Adelaide Hills Council				1									1	
Attorney-General's Department				3	1						2		6	
Central Northern Adelaide Health Service				14		1	1		1	2			19	
Children, Youth & Women's Health Service				1									1	
City of Burnside				3	1								4	
City of Charles Sturt				1									1	
City of Holdfast Bay				5							1		6	
City of Mitcham												1	1	
City of Mount Gambier				1									1	
City of Onkaparinga				2									2	
City of Playford				3			1						4	
City of Prospect				1									1	
City of Salisbury											1		1	
Corporation of the City of Marion				1									1	
Corporation of the City of Unley				1									1	
Corporation of the City of Whyalla				2									2	
Corporation of the Town of Walkerville					3								3	
Country Fire Service				2									2	
Courts Administration Authority				4									4	
Department for Correctional Services		1	1	5					1	1		1	10	
Department for Environment and Heritage				1									1	
Department for Families and Communities		2	1	11		1				1	1		17	
Department of Admin and Information Services										1			1	
Department of Education & Children's Services	1		1	5									7	
Department of Health		1		3				1					5	
Department of Primary Industries & Resources				1		1							2	
Department of the Premier and Cabinet		2	1	4	2				1			1	12	
Department of Transport, Energy and			1	6									7	
Department of Treasury and Finance			2										2	
Dept of Water, Land & Biodiversity												1	1	
District Council of Peterborough		1											1	
Eastern Health Authority				3									3	
Environment Protection Authority				3								1	4	
Flinders University Council				2									2	
Gawler Health Service				1									1	
Guardianship Board				1									1	
Kangaroo Island Council				1									1	
Medical Board of SA				2	2								4	
Minister for Agriculture, Food & Fisheries				1		1							2	
Minister for Health				2									2	
Mt Gambier & Districts Health Service Inc			1										1	
Office of Public Employment												1	1	
Police Department		1											1	
Port Augusta Hospital & Regional Health Service				4							1		5	
Public Advocate				1									1	
Public Trustee				2									2	
Repatriation General Hospital				3								1	4	
SA Forestry Corporation				2									2	
SA Housing Trust		2		1		1							4	
Senior Secondary Assessment Board of SA				1									1	
Southern Adelaide Health Service		1		24			1					1	27	
University of Adelaide Council		1		1									2	
Victor Harbor City Council				1									1	
WorkCover Corporation		2		8						2		1	13	
Total	1	14	6	3	145	9	5	3	1	3	7	6	9	212

Freedom of Information
Summary of outcomes of enquiries and reviews finalised
From 1 July 2007 to 30 June 2008

Adelaide Hills Council		
074268	Request for FOI advice	FOI Advice Given
Attorney-General's Department		
072272	Application for external review	FOI Review - Matter Settled during Review
072273	FOI complaint	FOI Investigation - Reasonable Resolution
073565	FOI complaint	FOI Investigation - Reasonable Resolution
073703	Request for FOI Advice	FOI Advice Given
073994	Request for FOI advice	FOI Advice Given
075877	Request for FOI advice	FOI Advice Given
Central Northern Adelaide Health Service		
070106	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
071225	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
071715	Application for external review	FOI Review - Part Substituted/Confirmed
073337	Request for FOI advice	FOI Advice Given
073566	Request for FOI advice	FOI Advice Given
073953	Request for FOI advice	FOI Advice Given
074125	Request for FOI advice	FOI Advice Given
074278	Request for FOI advice	FOI Advice Given
074343	Application for external review	FOI Investigation - No jurisdiction to proceed
074419	Request for FOI advice	FOI Advice Given
074470	Request for FOI advice	FOI Advice Given
074531	Request for FOI advice	FOI Advice Given
074594	Request for FOI advice	FOI Advice Given
075249	FOI complaint	FOI Investigation - Not Sustained
075504	Request for FOI advice	FOI Advice Given
075615	Request for FOI advice	FOI Advice Given
075773	Request for FOI advice	FOI Advice Given
075941	Request for FOI advice	FOI Advice Given
075944	Request for FOI advice	FOI Advice Given
Children, Youth & Women's Health Service		
075552	Request for FOI advice	FOI Advice Given
City of Burnside		
073349	Request for FOI advice	FOI Advice Given
073382	Application for external review	FOI Review - Matter Settled during Review
073966	Request for FOI advice	FOI Advice Given
075006	Request for FOI advice	FOI Advice Given
City of Charles Sturt		
074344	Request for FOI advice	FOI Advice Given
City of Holdfast Bay		
073185	FOI complaint	FOI Advice Given
073228	Request for FOI advice	FOI Advice Given
073383	Application for external review	FOI Investigation - Reasonable Resolution
075729	Request for FOI advice	FOI Advice Given
075966	Request for FOI advice	FOI Advice Given
076071	Request for FOI advice	FOI Advice Given
City of Mitcham		
071912	Application for external review	FOI Review - Withdrawn
City of Mount Gambier		
075736	Request for FOI advice	FOI Advice Given
City of Onkaparinga		
074134	Request for FOI advice	FOI Advice Given
074863	Request for FOI advice	FOI Advice Given
City of Playford		
073136	Request for FOI advice	FOI Advice Given
073140	Application for external review	FOI Investigation - Not Sustained
074202	Request for FOI advice	FOI Advice Given
074952	Request for FOI advice	FOI Advice Given
City of Prospect		
073651	Request for FOI advice	FOI Advice Given
City of Salisbury		
074518	FOI complaint	FOI Investigation - Reasonable Resolution
Corporation of the City of Marion		
075679	Request for FOI advice	FOI Advice Given
Corporation of the City of Unley		
074950	Request for FOI advice	FOI Advice Given
Corporation of the City of Whyalla		
073227	Request for FOI advice	FOI Advice Given
075047	Request for FOI advice	FOI Advice Given
Corporation of the Town of Walkerville		
072003	Application for external review	FOI Review - Matter Settled during Review
072366	Application for external review	FOI Review - Matter Settled during Review
072367	Application for external review	FOI Review - Matter Settled during Review
Country Fire Service		
074820	Request for FOI advice	FOI Advice Given
075875	Request for FOI advice	FOI Advice Given
Courts Administration Authority		
073134	Request for FOI advice	FOI Advice Given
074684	Request for FOI advice	FOI Advice Given
075752	Request for FOI advice	FOI Advice Given
075930	Request for FOI advice	FOI Advice Given

Department for Correctional Services		
069567	Application for external review	FOI Review - Part Substituted/Confirmed
072936	Application for external review	FOI Review - Withdrawn
073204	Request for FOI advice	FOI Advice Given
073348	Request for FOI advice	FOI Advice Given
073548	Application for external review	FOI Review - Determination revised by agency
074391	Request for FOI advice	FOI Advice Given
074593	Request for FOI advice	FOI Advice Given
074683	Application for external review	FOI Review - Determination confirmed
075217	Request for FOI advice	FOI Advice Given
075643	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
Department for Environment and Heritage		
074534	Request for FOI advice	FOI Advice Given
Department for Families and Communities		
070707	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
070926	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
071700	Application for external review	FOI Review - Determination confirmed
072288	Application for external review	FOI Review - Determination confirmed
073097	Request for FOI advice	FOI Advice Given
073137	Request for FOI advice	FOI Advice Given
073311	Request for FOI advice	FOI Advice Given
074185	Request for FOI advice	FOI Advice Given
074282	Request for FOI advice	FOI Advice Given
074685	Request for FOI advice	FOI Advice Given
074951	Request for FOI advice	FOI Advice Given
074982	FOI Complaint	FOI Investigation - Reasonable Resolution
075081	Request for FOI advice	FOI Advice Given
075483	Request for FOI advice	FOI Advice Given
075522	Request for FOI advice	FOI Advice Given
075551	Request for FOI advice	FOI Advice Given
075744	Application for external review	FOI Investigation - No jurisdiction to proceed
Department of Admin and Information Services		
066978	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
Department of Education & Children's Services		
070648	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
072822	Application for external review	FOI Review - Application Dismissed
074119	Request for FOI advice	FOI Advice Given
074533	Request for FOI advice	FOI Advice Given
075052	Request for FOI advice	FOI Advice Given
075205	Request for FOI advice	FOI Advice Given
075728	Request for FOI advice	FOI Advice Given
Department of Health		
071641	Application for external review	FOI Review - Part Confirmed/Revised by Agency
073845	Request for FOI advice	FOI Advice Given
073907	Request for FOI advice	FOI Advice Given
074032	Application for external review	FOI Review - Determination confirmed
074992	Request for FOI advice	FOI Advice Given
Department of Primary Industries & Resources		
074392	Request for FOI advice	FOI Advice Given
075804	Application for external review	FOI Investigation - No jurisdiction to proceed
Department of the Premier and Cabinet		
067597	Application for external review	FOI Review - Determination Substituted (Varied and/or Reversed)
072004	Application for external review	FOI Review - Determination confirmed
072249	Application for external review	FOI Review - Determination confirmed
072689	Application for external review	FOI Review - Withdrawn
073230	Request for FOI advice	FOI Advice Given
073380	Application for external review	FOI Review - Part Substituted/Confirmed
073757	Request for FOI advice	FOI Advice Given
073905	Request for FOI advice	FOI Advice Given
074094	Application for external review	FOI Review - Matter Settled during Review
074625	Application for external review	FOI Review - Matter Settled during Review
074711	Request for FOI advice	FOI Advice Given
075149	Application for external review	FOI Review - Determination revised by agency
Department of Transport, Energy and Infrastructure		
073339	Request for FOI advice	FOI Advice Given
073549	Application for external review	FOI Review - Determination revised by agency
073634	Request for FOI advice	FOI Advice Given
073846	Request for FOI advice	FOI Advice Given
073847	Request for FOI advice	FOI Advice Given
073970	Request for FOI advice	FOI Advice Given
076072	Request for FOI advice	FOI Advice Given
Department of Treasury and Finance		
069096	Application for external review	FOI Review - Determination revised by agency
069811	Application for external review	FOI Review - Determination revised by agency
Department of Water, Land & Biodiversity Conservation		
074095	Application for external review	FOI Review - Withdrawn
District Council of Peterborough		
073921	Applicaton for external review	FOI Review - Determination confirmed
Eastern Health Authority		
074235	Request for FOI advice	FOI Advice Given
074596	Request for FOI advice	FOI Advice Given
076073	Request for FOI advice	FOI Advice Given
Environment Protection Authority		
073490	Request for FOI advice	FOI Advice Given
073758	Request for FOI advice	FOI Advice Given
073813	Application for external review	FOI Review - Withdrawn
075231	Request for FOI advice	FOI Advice Given

Flinders University Council		
074089	Request for FOI advice	FOI Advice Given
075917	Request for FOI advice	FOI Advice Given
Gawler Health Service		
075945	Request for FOI advice	FOI Advice Given
Guardianship Board		
073250	Request for FOI advice	FOI Advice Given
Kangaroo Island Council		
073567	Request for FOI advice	FOI Advice Given
Medical Board of SA		
071379	Application for external review	FOI Review - Matter Settled during Review
073920	Request for FOI advice	FOI Advice Given
074355	Application for external review	FOI Review - Matter Settled during Review
075259	Request for FOI advice	FOI Advice Given
Minister for Agriculture, Food & Fisheries		
075493	Request for FOI Advice	FOI Advice Given
075620	Application for external review	FOI Investigation - No jurisdiction to proceed
Minister for Health		
073724	Request for FOI advice	FOI Advice Given
075503	Request for FOI advice	FOI Advice Given
Mt Gambier & Districts Health Service Inc		
074864	Application for external review	FOI Review - Determination revised by agency
Office of Public Employment		
072690	Application for external review	FOI Review - Withdrawn
Police Department		
069680	Application for external review	FOI Review - Determination confirmed
Port Augusta Hospital & Regional Health Service		
073604	Request for FOI advice	FOI Advice Given
074034	FOI complaint	FOI Investigation - Reasonable Resolution
074174	Request for FOI advice	FOI Advice Given
075049	Request for FOI advice	FOI Advice Given
075086	Request for FOI advice	FOI Advice Given
Public Advocate		
073251	Request for FOI advice	FOI Advice Given
Public Trustee		
074375	Request for FOI advice	FOI Advice Given
075690	Request for FOI advice	FOI Advice Given
Repatriation General Hospital		
073252	Request for FOI advice	FOI Advice Given
074369	Request for FOI advice	FOI Advice Given
074781	Application for external review	FOI Review - Withdrawn
075570	Request for FOI advice	FOI Advice Given
SA Forestry Corporation		
073470	Request for FOI advice	FOI Advice Given
073498	Request for FOI advice	FOI Advice Given
SA Housing Trust		
072541	Application for external review	FOI Review - Determination confirmed
073259	Application for external review	FOI Investigation - No jurisdiction to proceed
073600	Request for FOI advice	FOI Advice Given
073711	Application for external review	FOI Review - Determination confirmed
Senior Secondary Assessment Board of SA		
075151	Request for FOI advice	FOI Advice Given
Southern Adelaide Health Service		
073253	Request for FOI advice	FOI Advice Given
073340	Request for FOI advice	FOI Advice Given
073599	Request for FOI advice	FOI Advice Given
073602	Request for FOI advice	FOI Advice Given
073696	Request for FOI advice	FOI Advice Given
073723	Request for FOI advice	FOI Advice Given
073736	Request for FOI advice	FOI Advice Given
073864	Application for external review	FOI Investigation - Not Sustained
074277	Request for FOI advice	FOI Advice Given
074472	Request for FOI advice	FOI Advice Given
074539	Request for FOI advice	FOI Advice Given
074591	Request for FOI advice	FOI Advice Given
074592	Request for FOI advice	FOI Advice Given
074681	Request for FOI advice	FOI Advice Given
074983	Request for FOI advice	FOI Advice Given
075075	Request for FOI advice	FOI Advice Given
075090	Request for FOI advice	FOI Advice Given
075194	Request for FOI advice	FOI Advice Given
075366	Application for external review	FOI Review - Withdrawn
075371	Request for FOI advice	FOI Advice Given
075514	Request for FOI advice	FOI Advice Given
075555	Request for FOI advice	FOI Advice Given
075571	Request for FOI advice	FOI Advice Given
075642	Request for external review	FOI Review - Determination confirmed
075686	Request for FOI advice	FOI Advice Given
075942	Request for FOI advice	FOI Advice Given
076004	Request for FOI advice	FOI Advice Given
University of Adelaide Council		
074260	Request for FOI advice	FOI Advice Given
074295	Application for external review	FOI Review - Determination confirmed
Victor Harbor City Council		
073384	Request for FOI advice	FOI Advice Given
WorkCover Corporation		
068855	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency

069058	Application for external review	FOI Review - Part Substituted/Confirmed/Revised by Agency
070012	Application for external review	FOI Review - Determination confirmed
073258	Request for FOI advice	FOI Advice Given
073292	Request for FOI advice	FOI Advice Given
073293	Request for FOI advice	FOI Advice Given
073401	Request for FOI advice	FOI Advice Given
073906	Request for FOI advice	FOI Advice Given
073919	Request for FOI advice	FOI Advice Given
074496	Application for external review	FOI Review - Determination confirmed
074953	Request for FOI advice	FOI Advice Given
075262	Request for external review	FOI Review - Withdrawn
075489	Request for FOI advice	FOI Advice Given

Government Departments
Complaints finalised
From 1 July 2007 to 30 June 2008

Agency	Advice Given to Agency	Alternate Remedy	Declined	Not Sustained	Not Sustained - Explanation Given	Other/General	Outside of Jurisdiction	Partly Resolved in Favour of Complainant	Reasonable Resolution	Referred to Agency	Refused to Investigate	Sustained - sec 25 (1) (b) unreasonable, unjust, etc.	Withdrawn by Complainant	Total
Attorney-General's Department			3	17	5	3	4	3	16	2				53
Department for Correctional Services	1	3	1	42	186	47	11	71	100	118	9		13	602
Department for Environment and Heritage				3	3	1	2	1	3	1			1	12
Department for Families and Communities				12	6	3	2	4	8					35
Department for Transport, Urban Planning & Department of Education & Children's Services		1		1	20	7	3	9	7	19	3		5	75
Department of Health				1			1		3					5
Department of Human Services								1						1
Department of Primary Industries & Resources				1	10	4	1		1	3			1	21
Department of the Premier and Cabinet				2	2		1	3	2	1	1		1	11
Department of Transport, Energy and Infrastructure		3		3	64	13	3	18	27	42	2		2	177
Department of Treasury and Finance		1			13	4	1	12	13	1			1	46
Department of Further Education, Employment, Training & Department of Water, Land & Biodiversity				4	4	1		4	2	4				15
Environment Protection Authority		1		1	4	1		2	1					10
Office of Public Advocate				1	2	1			2					6
SA Housing Trust	3			5	50	19	1	14	45	60	2		2	201
SA Water Corporation		1		1	26	10		8	11	37			1	95
State Electoral Office					1									1
Total	1	13	1	58	416	118	26	136	219	331	21	1	27	1368

Government Departments
Complaints finalised
From 1 July 2007 to 30 June 2008

Attorney-General's Department

073184	Unreasonable delay in finalising application for security licence	Preliminary Investigation - Partly Resolved in Favour of Complainant
073186	Failure to renew licence	Advice Given - Other/General
073189	Inadequate investigation of complaint	Declined - Refused to Investigate
073202	Unreasonable administrative practice	Preliminary Investigation - Not Sustained - Explanation Given
073237	Alleged inaccurate records	Advice Given - Referred to Agency
073246	Excessive fee for change of name certificate	Advice Given - Referred to Agency
073264	Unreasonable refusal of service	Preliminary Investigation - Not Sustained - Explanation Given
073277	Unreasonable behaviour by officers	Preliminary Investigation - Not Sustained - Explanation Given
073342	Unreasonable charges owing to property classification	Advice Given - Referred to Agency
073414	Unreasonable delay in processing application	Preliminary Investigation - Partly Resolved in Favour of Complainant
073416	Failure to keep accurate records	Advice Given - Referred to Agency
073506	Unreasonable delay in payment of account	Preliminary Investigation - Not Sustained - Explanation Given
073511	Unreasonable administrative process	Declined - Refused to Investigate
073531	Unreasonable financial threshold for licence	Advice Given - Referred to Agency
073579	Unreasonable refusal to recognise qualification of required authority	Preliminary Investigation - Not Sustained - Explanation Given
073646	Inadequate investigation of complaint	Advice Given - Referred to Agency
073678	Unreasonable delay in providing certificate	Preliminary Investigation - Reasonable Resolution
073753	Failure to appropriately investigate complaint	Preliminary Investigation - Not Sustained
073823	Inadequate investigation process	Advice Given - Other/General
073915	Unreasonable release of private information	Outside of Jurisdiction
074013	Inadequate administrative processes	Full Investigation - Not Sustained - Explanation Given
074070	Inadequate investigation of complaint	Advice Given - Other/General
074105	Administrative error resulting in incorrect payout	Preliminary Investigation - Partly Resolved in Favour of Complainant
074210	Unreasonable administrative decision	Preliminary Investigation - Reasonable Resolution
074325	Unreasonable requirement to pay renewal fee	Preliminary Investigation - Not Sustained - Explanation Given
074370	Alleged incorrect forensic analysis	Outside of Jurisdiction
074386	Unreasonable suspension of licence	Outside of Jurisdiction
074554	Alleged misappropriation of trade mark and business name	Preliminary Investigation - Not Sustained
074701	Refusal to approve application	Preliminary Investigation - Not Sustained
074754	Unreasonable delay in handling complaint	Advice Given - Referred to Agency
074805	Unreasonable determination of case	Advice Given - Referred to Agency
074806	Unreasonable handling of complaint and inaccurate records	Advice Given - Referred to Agency
074808	Unreasonable delay in responding to calls	Advice Given - Referred to Agency
074829	Failure to amend details on certificate	Advice Given - Referred to Agency
074858	Failure to resolve complaint	Preliminary Investigation - Not Sustained - Explanation Given

074963	Alleged failure to act	Preliminary Investigation - Not Sustained - Explanation Given
074985	Unreasonable delay in responding to complaint	Preliminary Investigation - Not Sustained - Explanation Given
075126	Alleged inaccurate records	Advice Given - Referred to Agency
075150	Unreasonable conduct of staff	Preliminary Investigation - Not Sustained - Explanation Given
075424	Alleged inadequate administrative practices	Preliminary Investigation - Not Sustained - Explanation Given
075434	Alleged lack of response to correspondence	Preliminary Investigation - Not Sustained - Explanation Given
075511	Inadequate investigation of complaint	Preliminary Investigation - Reasonable Resolution
075556	Unreasonable investigation	Advice Given - Other/General
075584	Inaccurate records held	Preliminary Investigation - Not Sustained - Explanation Given
075591	Unreasonable decision to cancel licence	Preliminary Investigation - Not Sustained - Explanation Given
075680	Unreasonable decision to cancel licence	Preliminary Investigation - Not Sustained - Explanation Given
075841	Unreasonable decision to cancel licence	Advice Given - Referred to Agency
075854	Unreasonable investigation of complaint	Advice Given - Referred to Agency
075856	Unreasonable investigation of complaint	Advice Given - Other/General
075884	Unreasonable delay in amending certificate	Preliminary Investigation - Partly Resolved in Favour of Complainant
075889	Unreasonable delay in returning bond	Preliminary Investigation - Not Sustained - Explanation Given
075946	Unreasonable charge	Advice Given - Referred to Agency
076111	Unreasonable handling of confidential information	Advice Given - Referred to Agency

Department for Correctional Services

071566	Unreasonable cessation of position	Withdrawn by Complainant
071680	Unreasonable transfer and related matters	Full Investigation - Not Sustained - Explanation Given
072126	Unreasonable assessment	Full Investigation - Not Sustained - Explanation Given
072418	Unreasonable removal of items from cell	Preliminary Investigation - Partly Resolved in Favour of Complainant
072451	Unreasonable refusal of treatment	Preliminary Investigation - Partly Resolved in Favour of Complainant
072469	Unreasonable requirement to share cell with smoker	Preliminary Investigation - Reasonable Resolution
072760	Unreasonably punished	Preliminary Investigation - Reasonable Resolution
072929	Alleged insufficient lapse of time between urine tests	Preliminary Investigation - Not Sustained - Explanation Given
072938	Alleged loss of property during transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
072977	Alleged unfair treatment	Preliminary Investigation - Not Sustained
073030	Unreasonable refusal to move problem prisoner	Preliminary Investigation - Not Sustained - Explanation Given
073045	Failure to provide rehabilitation programs	Preliminary Investigation - Not Sustained - Explanation Given
073090	Unreasonable restriction on access to information	Preliminary Investigation - Partly Resolved in Favour of Complainant
073100	Alleged unreasonable staff conduct	Advice Given - Other/General
073106	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
073114	Unreasonable quality of food	Preliminary Investigation - Reasonable Resolution
073120	Alleged failure to grant telephone call	Advice Given - Other/General
073123	Refusal to approve leave	Preliminary Investigation - Not Sustained - Explanation Given
073127	Unreasonable decision to refuse permission to attend funeral	Preliminary Investigation - Not Sustained - Explanation Given
073129	Unreasonable requirement to share a cell with a smoker	Preliminary Investigation - Not Sustained - Explanation Given
073130	Failure to give access to property	Preliminary Investigation - Partly Resolved in Favour of Complainant
073138	Unreasonable decision to demote to basic regime	Advice Given - Referred to Agency
073143	Unreasonable decision to deny approved leave	Preliminary Investigation - Reasonable Resolution
073146	Unreasonable clearing of cell	Advice Given - Other/General
073148	Unreasonable delay in processing property	Advice Given - Referred to Agency
073149	Unreasonable administrative delay	Preliminary Investigation - Not Sustained - Explanation Given
073151	Unreasonable punishment	Advice Given - Other/General
073155	Unreasonable denial of single cell	Advice Given - Referred to Agency
073161	Failure to provide medication	Preliminary Investigation - Partly Resolved in Favour of Complainant
073162	Unreasonable refusal to provide urgent medical attention	Outside of Jurisdiction
073172	Unreasonable living conditions	Preliminary Investigation - Reasonable Resolution
073176	Unreasonable living conditions	Preliminary Investigation - Partly Resolved in Favour of Complainant
073177	Unreasonable temperature in accommodation environment	Advice Given - Other/General
073178	Unreasonable denial of rights	Preliminary Investigation - Not Sustained
073179	Unreasonable requirement to share a cell with a smoker	Preliminary Investigation - Not Sustained - Explanation Given
073195	Failure to provide appropriate facilities	Preliminary Investigation - Not Sustained - Explanation Given
073206	Unreasonable punishment	Outside of Jurisdiction
073208	Unreasonable refusal to change security rating	Preliminary Investigation - Not Sustained - Explanation Given
073209	Unreasonable delay of transfer	Preliminary Investigation - Not Sustained - Explanation Given
073222	Unreasonable refusal to provide requested amenities	Preliminary Investigation - Reasonable Resolution
073243	Unreasonable failure to release on due date	Preliminary Investigation - Not Sustained - Explanation Given
073257	Unreasonable delay in receiving mail	Withdrawn by Complainant
073261	Failure to provide duty of care	Preliminary Investigation - Partly Resolved in Favour of Complainant
073262	Unreasonable decision to remove from program	Preliminary Investigation - Partly Resolved in Favour of Complainant
073267	Unreasonable decision to send back mail	Preliminary Investigation - Partly Resolved in Favour of Complainant
073271	Alleged failure to provide single cell	Preliminary Investigation - Not Sustained - Explanation Given
073273	Alleged misuse of power	Advice Given - Referred to Agency
073283	Unreasonable decision to ban	Preliminary Investigation - Not Sustained - Explanation Given
073284	Failure to transfer property	Preliminary Investigation - Reasonable Resolution
073287	Unreasonable delay in providing mattress	Preliminary Investigation - Reasonable Resolution
073288	Unreasonable decision to disallow purchase of multivitamins	Preliminary Investigation - Not Sustained - Explanation Given
073289	Unreasonable lack of activities provided	Preliminary Investigation - Partly Resolved in Favour of Complainant
073296	Unreasonable refusal to allow communication with family	Declined - Alternate Remedy
073306	Unreasonable delay in providing paperwork	Preliminary Investigation - Reasonable Resolution
073312	Unreasonable treatment	Declined - Refused to Investigate
073314	Failure to give adequate information	Advice Given - Referred to Agency
073316	Unreasonable delay to approve transfer	Preliminary Investigation - Not Sustained - Explanation Given
073347	Unreasonable decision to terminate employment	Preliminary Investigation - Reasonable Resolution
073350	Unreasonable dismissal	Advice Given - Referred to Agency
073358	Unreasonable decision to transport	Advice Given - Other/General
073359	Unreasonable delay in forwarding purchases	Preliminary Investigation - Not Sustained - Explanation Given
073360	Unreasonable decision to place in double cell	Advice Given - Referred to Agency
073366	Unreasonable refusal of work release leave	Preliminary Investigation - Not Sustained - Explanation Given
073376	Alleged failure to transfer property which resulted in financial loss	Preliminary Investigation - Reasonable Resolution
073386	Unreasonable decision to refuse access to computers	Advice Given - Referred to Agency
073391	Alleged inappropriate procedure	Preliminary Investigation - Not Sustained - Explanation Given
073392	Unreasonable decision to ban visits from partner	Preliminary Investigation - Not Sustained
073397	Unreasonable refusal to approve visit to High Court	Preliminary Investigation - Reasonable Resolution
073399	Alleged refusal of officer assisted call	Preliminary Investigation - Reasonable Resolution
073400	Unreasonable refusal of request for amenities	Preliminary Investigation - Reasonable Resolution
073415	Unreasonable refusal to provide response in writing	Preliminary Investigation - Not Sustained - Explanation Given

073418	Alleged failure to serve acceptable food	Preliminary Investigation - Not Sustained - Explanation Given
073422	Unreasonable denial of a desired food item	Preliminary Investigation - Reasonable Resolution
073429	Unreasonable refusal to transfer money between accounts	Preliminary Investigation - Not Sustained - Explanation Given
073434	Alleged lack of facilities	Preliminary Investigation - Partly Resolved in Favour of Complainant
073446	Unreasonable ban on education	Preliminary Investigation - Reasonable Resolution
073459	Unreasonable delay in repairing wheelchair	Preliminary Investigation - Reasonable Resolution
073463	Unreasonable decision to stop provision of cordial	Advice Given - Referred to Agency
073466	Unreasonable punishment	Preliminary Investigation - Reasonable Resolution
073475	Failure to repair gym equipment	Declined
073480	Alleged lack of duty of care	Preliminary Investigation - Not Sustained - Explanation Given
073487	Unreasonable refusal to place in single cell	Preliminary Investigation - Not Sustained - Explanation Given
073488	Failure to repair gym equipment	Preliminary Investigation - Not Sustained - Explanation Given
073489	Unreasonable decision to confiscate stationery	Preliminary Investigation - Not Sustained - Explanation Given
073494	Unreasonable delay in acting on request for interview	Preliminary Investigation - Not Sustained - Explanation Given
073495	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
073504	Unreasonable decision to confiscate property	Preliminary Investigation - Partly Resolved in Favour of Complainant
073509	Unreasonable change of regime	Withdrawn by Complainant
073512	Unreasonable conditions placed on home detention application	Preliminary Investigation - Not Sustained - Explanation Given
073519	Failure to manage prison properly	Declined - Refused to Investigate
073525	Unreasonable denial to change clothes after incident	Preliminary Investigation - Partly Resolved in Favour of Complainant
073535	Unreasonable refusal to pay sick leave	Preliminary Investigation - Not Sustained
073537	Unreasonable refusal to grant home detention	Preliminary Investigation - Not Sustained - Explanation Given
073542	Failure to provide access to education	Withdrawn by Complainant
073543	Unreasonable placement of prisoner	Advice Given - Referred to Agency
073544	Failure to provide phone services	Preliminary Investigation - Reasonable Resolution
073547	Unreasonable delay of transfer	Advice Given - Referred to Agency
073554	Alleged victimisation by staff	Preliminary Investigation - Not Sustained - Explanation Given
073556	Alleged denial of medical services	Advice Given - Other/General
073570	Failure to protect against crime gangs	Advice Given - Other/General
073573	Allegations of criminal behaviour	Advice Given - Other/General
073576	Lack of access to medication	Advice Given - Referred to Agency
073585	Unreasonable decision to place in management cell	Preliminary Investigation - Not Sustained - Explanation Given
073586	Unreasonable decision to force compliance with parole conditions	Preliminary Investigation - Reasonable Resolution
073587	Unreasonable refusal to allow call to police to report stolen vehicle	Preliminary Investigation - Reasonable Resolution
073596	Unreasonable delay in arranging paperwork for release	Preliminary Investigation - Not Sustained - Explanation Given
073605	Unreasonable decision to transfer	Preliminary Investigation - Reasonable Resolution
073608	Unreasonable confiscation of prisoner property	Declined - Refused to Investigate
073609	Allegations of criminal activity	Preliminary Investigation - Not Sustained
073612	Unreasonably detained	Preliminary Investigation - Partly Resolved in Favour of Complainant
073615	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained - Explanation Given
073618	Unreasonable removal of property for destruction	Preliminary Investigation - Not Sustained - Explanation Given
073619	Unreasonable decision to ban visits to prison	Advice Given - Referred to Agency
073621	Failure to follow proper procedure for urine testing	Advice Given - Referred to Agency
073624	Unreasonable refusal to supply herbal treatment	Preliminary Investigation - Not Sustained - Explanation Given
073637	Alleged refusal of food	Preliminary Investigation - Reasonable Resolution
073638	Unreasonable charge for damages	Declined - Alternate Remedy
073641	Unreasonable doubling up in cell with mentally ill prisoner	Declined - Refused to Investigate
073652	Alleged failure of duty of care	Preliminary Investigation - Not Sustained - Explanation Given
073653	Failure to provide adequate entertainment or facilities	Advice Given - Other/General
073654	Unreasonable delays in repairing video transmission	Preliminary Investigation - Reasonable Resolution
073656	Unreasonable delay in repair of video	Advice Given - Referred to Agency
073667	Unreasonable decision to transport prisoner on the floor of vehicle	Preliminary Investigation - Not Sustained - Explanation Given
073677	Alleged inadequate prisoner management	Advice Given - Referred to Agency
073682	Delay in arranging transfer	Advice Given - Other/General
073684	Refusal to allow prescribed nasal spray	Preliminary Investigation - Reasonable Resolution
073716	Failure to take to court for hearing	Declined - Alternate Remedy
073717	Unreasonable decision to move prisoner	Preliminary Investigation - Not Sustained - Explanation Given
073728	Delay in arranging access to social worker	Advice Given - Referred to Agency
073734	Unreasonable delay in visit from Aboriginal Liaison Officer	Preliminary Investigation - Not Sustained - Explanation Given
073738	Unreasonable refusal to provide home detention	Advice Given - Other/General
073745	Unreasonable refusal to process parole paperwork in a timely manner	Declined - Refused to Investigate
073748	Unreasonable refusal to approve transfer	Preliminary Investigation - Not Sustained
073749	Unreasonable delay in approving leave	Preliminary Investigation - Partly Resolved in Favour of Complainant
073774	Alleged denial of required programme	Preliminary Investigation - Reasonable Resolution
073784	Unreasonable refusal request to see psychologist	Preliminary Investigation - Reasonable Resolution
073785	Failure to amend records regarding ban	Declined - Refused to Investigate
073786	Unreasonable delay of transfer	Advice Given - Referred to Agency
073788	Refusal to change security rating	Preliminary Investigation - Not Sustained - Explanation Given
073790	Refusal to change security rating	Preliminary Investigation - Reasonable Resolution
073792	Unreasonable action taken by officer	Preliminary Investigation - Reasonable Resolution
073799	Unreasonable refusal of request to be transferred	Advice Given - Referred to Agency
073804	Lack of information regarding sister	Preliminary Investigation - Not Sustained
073815	Unreasonable suspension from work	Preliminary Investigation - Not Sustained - Explanation Given
073816	Lack of access to services and property	Advice Given - Referred to Agency
073824	Unreasonable refusal to provide work assistance	Advice Given - Other/General
073830	Unreasonable cost of canteen items	Advice Given - Referred to Agency
073832	Alleged failure to duty of care	Preliminary Investigation - Not Sustained - Explanation Given
073838	Concern about shared accommodation	Advice Given - Referred to Agency
073841	Unreasonable management of property during move	Advice Given - Referred to Agency
073842	Unreasonable refusal of request to attend funeral	Preliminary Investigation - Not Sustained
073850	Unreasonable refusal of compensation for loss of property	Advice Given - Referred to Agency
073851	Unreasonable delay in processing application	Outside of Jurisdiction
073867	Unreasonable refusal of access to medical records	Advice Given - Referred to Agency
073889	Failure to respond to correspondence	Preliminary Investigation - Partly Resolved in Favour of Complainant
073891	Unreasonable termination of employment	Advice Given - Referred to Agency
073893	Unauthorised divulgence of contents of letter	Preliminary Investigation - Partly Resolved in Favour of Complainant
073898	Unreasonable punishment	Advice Given - Referred to Agency
073914	Unreasonable decision to transfer to alternate prison facility	Preliminary Investigation - Reasonable Resolution
073916	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained - Explanation Given

073917	Lack of support regarding education	Preliminary Investigation - Not Sustained - Explanation Given
073926	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained - Explanation Given
073929	Unreasonable loss of property following confiscation	Advice Given - Referred to Agency
073932	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained - Explanation Given
073935	Unreasonable transfer	Advice Given - Other/General
073942	Delay in processing home detention application	Advice Given - Referred to Agency
073947	Unreasonable transfer to another institution	Preliminary Investigation - Partly Resolved in Favour of Complainant
073948	Unreasonable refusal to provide single cell	Declined - Refused to Investigate
073958	Unreasonable delay in repairing gym equipment	Preliminary Investigation - Reasonable Resolution
073964	Unreasonable management of selection process	Advice Given - Other/General
073968	Unreasonable change of regime	Preliminary Investigation - Not Sustained - Explanation Given
073972	Unreasonable delay in processing documents for release	Preliminary Investigation - Not Sustained - Explanation Given
073974	Unreasonable treatment at visit	Advice Given - Referred to Agency
073977	Alleged lack of assistance in regards to release	Advice Given - Other/General
073985	Unreasonable refusal to store property	Preliminary Investigation - Reasonable Resolution
073999	Unreasonable delay in distribution of mail	Preliminary Investigation - Not Sustained - Explanation Given
074001	Delay of requested footwear for orthotics	Advice Given - Referred to Agency
074002	Unreasonable exclusion from other prisoners	Preliminary Investigation - Not Sustained
074009	Unreasonable refusal to provide soft food following teeth extraction	Preliminary Investigation - Reasonable Resolution
074015	Unreasonable refusal of financial assistance	Preliminary Investigation - Reasonable Resolution
074016	Alleged assault	Advice Given - Referred to Agency
074019	Unreasonable refusal to approve home detention application	Preliminary Investigation - Reasonable Resolution
074021	Unreasonable dismissal of unit worker	Advice Given - Referred to Agency
074026	Unreasonable delay in providing transfer	Preliminary Investigation - Not Sustained - Explanation Given
074027	Unreasonable decision not to allow prisoners to hold their children at visits	Preliminary Investigation - Not Sustained - Explanation Given
074030	Unreasonable decision to ban from visiting partner	Advice Given - Referred to Agency
074036	Alleged unsafe accommodation arrangement	Advice Given - Referred to Agency
074062	Unreasonable requirement for unit to be frequently locked in cells	Preliminary Investigation - Reasonable Resolution
074071	Failure to process request forms	Preliminary Investigation - Reasonable Resolution
074075	Unreasonable delay in processing transfer request	Preliminary Investigation - Not Sustained - Explanation Given
074082	Unreasonable cell management	Preliminary Investigation - Not Sustained - Explanation Given
074083	Unreasonable delay in approving program	Advice Given - Referred to Agency
074084	Failure to provide reasonable time out of cell	Preliminary Investigation - Not Sustained - Explanation Given
074093	Unreasonable accusation of tampering with urine sample	Advice Given - Referred to Agency
074097	Unreasonable sacking	Advice Given - Referred to Agency
074104	Unreasonable decision to not refund money	Preliminary Investigation - Reasonable Resolution
074118	Unreasonable requirement to perform work with medical condition	Withdrawn by Complainant
074122	Delays in transferring purchases	Advice Given - Referred to Agency
074138	Refusal to allow non-attendance at Sexual Behaviour Course	Advice Given - Referred to Agency
074143	Unreasonable removal from diet	Preliminary Investigation - Reasonable Resolution
074146	Unreasonable refusal to supply vitamins	Preliminary Investigation - Not Sustained - Explanation Given
074148	Alleged restriction of access to telephone	Advice Given - Referred to Agency
074151	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
074154	Alleged lack of action on lost property	Preliminary Investigation - Not Sustained - Explanation Given
074159	Unreasonable decision to place on non-contact visits	Preliminary Investigation - Not Sustained - Explanation Given
074166	Unreasonable prescribing of unwanted medication	Advice Given - Referred to Agency
074168	Unreasonable refusal of claim	Advice Given - Referred to Agency
074171	Unreasonable confiscation of photos	Advice Given - Referred to Agency
074182	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
074186	Unreasonable double up cell arrangement	Advice Given - Referred to Agency
074189	Unreasonable confiscation of property	Preliminary Investigation - Not Sustained - Explanation Given
074190	Unreasonable misplacement of property	Advice Given - Referred to Agency
074199	Unreasonable decision to refuse transfer	Advice Given - Referred to Agency
074204	Inappropriate level of confinement	Preliminary Investigation - Not Sustained - Explanation Given
074206	Unreasonable delays in providing toiletries & clothing from property	Preliminary Investigation - Not Sustained
074207	Unreasonable delays in providing toiletries & clothing from property	Preliminary Investigation - Not Sustained
074213	Unreasonable decision not to credit money	Preliminary Investigation - Partly Resolved in Favour of Complainant
074216	Unreasonable decision to ban visits	Preliminary Investigation - Not Sustained - Explanation Given
074218	Unreasonable punishment	Preliminary Investigation - Not Sustained
074225	Unreasonable requirement to charge for storage	Preliminary Investigation - Reasonable Resolution
074234	Unreasonable denial of transfer	Preliminary Investigation - Reasonable Resolution
074236	Unreasonable refusal to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
074237	Alleged failure to send mail	Preliminary Investigation - Not Sustained - Explanation Given
074239	Alleged damage to property	Preliminary Investigation - Not Sustained - Explanation Given
074241	Unreasonable decision to transfer	Advice Given - Referred to Agency
074243	Alleged failure to return property	Preliminary Investigation - Reasonable Resolution
074246	Unreasonable refusal of request to see social worker	Preliminary Investigation - Not Sustained - Explanation Given
074258	Alleged loss of property during transfer	Preliminary Investigation - Reasonable Resolution
074264	Unreasonable refusal to provide a second chair for a double up cell	Advice Given - Referred to Agency
074269	Unreasonable refusal to grant urgent officer assisted phone call	Preliminary Investigation - Reasonable Resolution
074281	Unreasonable decision to ban from visits	Preliminary Investigation - Not Sustained - Explanation Given
074285	Unreasonable delay in repairing air conditioning unit	Preliminary Investigation - Reasonable Resolution
074290	Unreasonable decision to deny home detention	Preliminary Investigation - Not Sustained - Explanation Given
074298	Unreasonable refusal to ban visits	Declined - Refused to Investigate
074303	Unreasonable handling of prisoner mail	Preliminary Investigation - Not Sustained - Explanation Given
074306	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
074312	Unreasonable decision to provide diet meals when not required	Preliminary Investigation - Not Sustained - Explanation Given
074314	Unreasonable denial of use of telephone	Preliminary Investigation - Not Sustained - Explanation Given
074330	Lack of response regarding attendance at funeral	Preliminary Investigation - Not Sustained
074337	Unreasonable refusal to return property	Preliminary Investigation - Not Sustained - Explanation Given
074338	Failure of JP to sign documentation	Preliminary Investigation - Not Sustained - Explanation Given
074339	Unreasonable delay in processing application	Preliminary Investigation - Not Sustained - Explanation Given
074340	Loss of property during transfer	Preliminary Investigation - Reasonable Resolution
074342	Unreasonable denial of assistance	Preliminary Investigation - Not Sustained - Explanation Given
074348	Unreasonable access to canteen during visits	Preliminary Investigation - Not Sustained - Explanation Given
074350	Unreasonable sleeping alternative	Preliminary Investigation - Not Sustained - Explanation Given
074354	Unreasonable refusal to provide fan	Preliminary Investigation - Not Sustained - Explanation Given
074383	Refusal to approve day visit	Preliminary Investigation - Not Sustained - Explanation Given
074384	Unreasonable parole conditions	Outside of Jurisdiction

074389	Unreasonable delay in processing legal documents	Preliminary Investigation - Not Sustained - Explanation Given
074390	Refusal to fix personal property after it was lent out without consent	Preliminary Investigation - Not Sustained - Explanation Given
074406	Unreasonable lack of action	Preliminary Investigation - Not Sustained - Explanation Given
074409	Unreasonable denial of use of telephone	Preliminary Investigation - Partly Resolved in Favour of Complainant
074410	Unreasonable punishment	Preliminary Investigation - Partly Resolved in Favour of Complainant
074411	Unreasonable refusal to release property	Withdrawn by Complainant
074413	Unreasonable denial of special buy	Preliminary Investigation - Partly Resolved in Favour of Complainant
074414	Unreasonable proposal of transfer	Withdrawn by Complainant
074421	Unreasonable denial of transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
074426	Alleged inadequate diet	Preliminary Investigation - Partly Resolved in Favour of Complainant
074435	Unreasonable ban of phone contact	Preliminary Investigation - Not Sustained - Explanation Given
074439	Unreasonable refusal to see social worker	Preliminary Investigation - Partly Resolved in Favour of Complainant
074444	Unreasonable refusal of reimbursement	Advice Given - Referred to Agency
074453	Unreasonable lack of information provided	Outside of Jurisdiction
074456	Inappropriate processes and procedures	Preliminary Investigation - Partly Resolved in Favour of Complainant
074459	Unreasonable refusal to allow attendance at funeral	Advice Given - Referred to Agency
074460	Unreasonable delay to make telephone call	Advice Given - Referred to Agency
074465	Alleged safety issues with new bunk beds	Preliminary Investigation - Not Sustained - Explanation Given
074468	Failure to provide proper documentation	Preliminary Investigation - Not Sustained - Explanation Given
074471	Unreasonable refusal to provide officer assisted call	Preliminary Investigation - Reasonable Resolution
074473	Unreasonable regime change	Preliminary Investigation - Not Sustained - Explanation Given
074474	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
074477	Delay in officer assisted call	Advice Given - Referred to Agency
074479	Unreasonable delay in processing application	Advice Given - Referred to Agency
074485	Complaints against agency sub-contractors	Advice Given - Referred to Agency
074491	Alleged lack of action	Preliminary Investigation - Not Sustained - Explanation Given
074493	Unfair removal/transfer	Preliminary Investigation - Not Sustained - Explanation Given
074500	Unreasonable decision to ban partner from visiting	Advice Given - Referred to Agency
074504	Refusal to allow access to amenities	Preliminary Investigation - Not Sustained - Explanation Given
074513	Unreasonable refusal to release property	Preliminary Investigation - Reasonable Resolution
074514	Alleged ongoing bullying and harassment from supervisor	Preliminary Investigation - Partly Resolved in Favour of Complainant
074519	Refusal to place visitor on list	Preliminary Investigation - Not Sustained - Explanation Given
074538	Refusal to allow contact with authorities	Preliminary Investigation - Reasonable Resolution
074548	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
074549	Unreasonable decision to rotate prison officers and decrease meal portions	Preliminary Investigation - Not Sustained - Explanation Given
074550	Unreasonable delay in processing request for transfer	Preliminary Investigation - Not Sustained - Explanation Given
074552	Unreasonable decision to decline Home Detention application	Preliminary Investigation - Not Sustained
074569	Unreasonable delay in transferring property	Preliminary Investigation - Not Sustained - Explanation Given
074576	Unreasonable change in buy system	Preliminary Investigation - Partly Resolved in Favour of Complainant
074578	Unreasonable delays to access phone calls	Preliminary Investigation - Partly Resolved in Favour of Complainant
074584	Unreasonable detention	Preliminary Investigation - Reasonable Resolution
074586	Unreasonable delay in crediting funds	Preliminary Investigation - Reasonable Resolution
074601	Unreasonable decision to ban visits from partner	Advice Given - Referred to Agency
074606	Unreasonable delay in repairing washing machine	Preliminary Investigation - Not Sustained - Explanation Given
074610	Failure to accommodate in single cell	Preliminary Investigation - Reasonable Resolution
074615	Incorrect procedure for urine testing	Withdrawn by Complainant
074616	Alleged failure to provide funds	Preliminary Investigation - Not Sustained - Explanation Given
074623	Alleged bashing by officers	Preliminary Investigation - Not Sustained - Explanation Given
074624	Unreasonable delay of urgent mail	Preliminary Investigation - Not Sustained - Explanation Given
074626	Unreasonable treatment	Preliminary Investigation - Not Sustained - Explanation Given
074633	Incorrectly charged for buys	Advice Given - Referred to Agency
074634	Unfair punishment for positive urine test	Preliminary Investigation - Reasonable Resolution
074636	Unreasonable investigation into money order complaint	Preliminary Investigation - Reasonable Resolution
074637	Unable to access buys or contact with case manager	Preliminary Investigation - Not Sustained - Explanation Given
074639	Unreasonable decision to maintain security	Preliminary Investigation - Reasonable Resolution
074640	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
074641	Unreasonable return to unit after assault	Preliminary Investigation - Not Sustained - Explanation Given
074642	Alleged unfair treatment	Preliminary Investigation - Partly Resolved in Favour of Complainant
074653	Alleged unfair treatment	Preliminary Investigation - Not Sustained - Explanation Given
074655	Unreasonable policy in relation to access to cottages	Advice Given - Referred to Agency
074661	Unreasonable procedure	Preliminary Investigation - Partly Resolved in Favour of Complainant
074663	Failure to transfer money to account	Preliminary Investigation - Reasonable Resolution
074668	Unreasonable transfer	Preliminary Investigation - Not Sustained - Explanation Given
074669	Unreasonable detention beyond release date	Preliminary Investigation - Not Sustained - Explanation Given
074672	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
074673	Unreasonable delay in transfer	Preliminary Investigation - Not Sustained - Explanation Given
074674	Unreasonable lowering of regime	Withdrawn by Complainant
074678	Unreasonable delay in providing access to property	Preliminary Investigation - Reasonable Resolution
074695	Alleged loss and damage of property	Advice Given - Other/General
074696	Failure to notify of change of protocol for phone credit over Christmas period	Advice Given - Other/General
074697	Unreasonable delay in repairing amenities	Preliminary Investigation - Partly Resolved in Favour of Complainant
074698	Failure to comply with direction regarding double up	Preliminary Investigation - Not Sustained - Explanation Given
074705	Delay in receiving property	Advice Given - Referred to Agency
074707	Unreasonable refusal to allow to visit prison	Advice Given - Other/General
074709	Unreasonable movement to another wing	Advice Given - Referred to Agency
074721	Unreasonable decision to transfer	Advice Given - Other/General
074725	Unreasonable delay in releasing property	Preliminary Investigation - Reasonable Resolution
074728	Dispute regarding transfer	Preliminary Investigation - Not Sustained - Explanation Given
074729	Unreasonable limitations in regime	Preliminary Investigation - Reasonable Resolution
074731	Unreasonable delay in releasing property	Advice Given - Referred to Agency
074733	Unreasonable use of force by officers	Preliminary Investigation - Partly Resolved in Favour of Complainant
074735	Unreasonable cell arrangement	Advice Given - Referred to Agency
074738	Unreasonable detainment	Advice Given - Referred to Agency
074740	Failure to transfer property	Advice Given - Referred to Agency
074741	Failure to provide details of release date	Advice Given - Referred to Agency
074743	Unreasonable cell allocation	Advice Given - Referred to Agency
074746	Failure to enter number on telephone	Advice Given - Referred to Agency

074747	Unreasonable move to watch house	Advice Given - Other/General
074751	Allegation of prison officer taking meal for himself	Advice Given - Referred to Agency
074759	Unreasonable delay of providing personal items	Preliminary Investigation - Partly Resolved in Favour of Complainant
074761	Failure to provide officer assisted telephone call	Preliminary Investigation - Reasonable Resolution
074768	Unreasonable urine analysis procedure	Preliminary Investigation - Reasonable Resolution
074775	Unreasonable decisions	Preliminary Investigation - Not Sustained
074777	Unreasonable delay in transferring property	Preliminary Investigation - Not Sustained - Explanation Given
074780	Unreasonable change in procedure regarding issuing of medication	Preliminary Investigation - Partly Resolved in Favour of Complainant
074788	Unreasonable doubling up of smoker and non-smoker	Preliminary Investigation - Reasonable Resolution
074791	Unreasonable refusal to allow funds into telephone account	Preliminary Investigation - Not Sustained - Explanation Given
074792	Difficulties with mail	Preliminary Investigation - Not Sustained - Explanation Given
074800	Unreasonable refusal to credit time served	Preliminary Investigation - Not Sustained - Explanation Given
074803	Unreasonable delay in releasing property	Preliminary Investigation - Reasonable Resolution
074812	Unreasonable loss of property	Advice Given - Referred to Agency
074825	Unreasonable delay in repair of amenities	Preliminary Investigation - Not Sustained - Explanation Given
074826	Unable to obtain phone account	Preliminary Investigation - Partly Resolved in Favour of Complainant
074828	Failure to provide reason for missing funds	Advice Given - Referred to Agency
074839	Unreasonable delay in mail delivery	Preliminary Investigation - Not Sustained - Explanation Given
074841	Inadequate environment and length of stay in waiting to transfer	Advice Given - Other/General
074843	Unreasonable delays to carry out repairs	Withdrawn by Complainant
074844	Unreasonable decision to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
074845	Unreasonable refusal to provide multivitamins as requested	Preliminary Investigation - Not Sustained - Explanation Given
074848	Unreasonable delay to process access to telephones	Preliminary Investigation - Partly Resolved in Favour of Complainant
074859	Failure to process request to see Aboriginal Liaison Officer	Advice Given - Referred to Agency
074868	Unreasonable conduct of officer	Withdrawn by Complainant
074870	Alleged interference with mail	Advice Given - Other/General
074875	Concern that mail to this office will be intercepted	Advice Given - Other/General
074876	Failure to provide linen	Advice Given - Referred to Agency
074892	Failure to provide amenities	Advice Given - Referred to Agency
074898	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
074903	Loss of property during release and return	Preliminary Investigation - Not Sustained - Explanation Given
074905	Unreasonable delay in providing single unit	Advice Given - Referred to Agency
074918	Loss of property during transfer	Advice Given - Referred to Agency
074924	Unauthorised release of confidential information	Advice Given - Other/General
074926	Alleged loss of property in transfer process	Preliminary Investigation - Reasonable Resolution
074927	Unreasonable treatment	Preliminary Investigation - Not Sustained
074933	Unreasonable delay in arranging release	Preliminary Investigation - Partly Resolved in Favour of Complainant
074935	Alleged tampering with urine test	Advice Given - Referred to Agency
074940	Inadequate health check	Advice Given - Other/General
074943	Unreasonable decision to terminate job and food being taken before prisoners have eaten	Preliminary Investigation - Not Sustained - Explanation Given
074944	Suspected mail interception	Preliminary Investigation - Partly Resolved in Favour of Complainant
074955	Unreasonable shortage of suitable footwear and unreasonable delay in providing single cell	Preliminary Investigation - Not Sustained - Explanation Given
074958	Unreasonable cost of telephone calls	Preliminary Investigation - Reasonable Resolution
074959	Unreasonable refusal to provide single cell	Advice Given - Referred to Agency
074962	Loss of property	Advice Given - Referred to Agency
074967	Refusal to approve special shoes	Preliminary Investigation - Reasonable Resolution
074989	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
074993	Allegation that parole put at harm due to severe punishment	Preliminary Investigation - Not Sustained - Explanation Given
074997	Failure to add solicitor's number to phone list	Preliminary Investigation - Reasonable Resolution
074998	Unreasonable decision to arrest and charge son	Preliminary Investigation - Reasonable Resolution
075000	Unreasonable cancellation of call and visit	Preliminary Investigation - Partly Resolved in Favour of Complainant
075007	Alleged wrongful continuation of punishment	Preliminary Investigation - Partly Resolved in Favour of Complainant
075008	Alleged wrongful punishment	Preliminary Investigation - Partly Resolved in Favour of Complainant
075009	Refusal to approve officer assisted call	Preliminary Investigation - Reasonable Resolution
075012	Unreasonable transfer	Preliminary Investigation - Reasonable Resolution
075013	Alleged wrongful punishment	Preliminary Investigation - Reasonable Resolution
075016	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075029	Alleged destruction of mail	Preliminary Investigation - Not Sustained - Explanation Given
075040	Unreasonable refusal to provide single cell	Preliminary Investigation - Not Sustained - Explanation Given
075042	Alleged interception of mail	Advice Given - Referred to Agency
075046	Unreasonable decision to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
075048	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075051	Unreasonable decision to transfer	Advice Given - Other/General
075055	Unreasonable delay in receiving property	Preliminary Investigation - Not Sustained - Explanation Given
075058	Unreasonable transfers	Preliminary Investigation - Partly Resolved in Favour of Complainant
075062	Unreasonable conduct of officer	Preliminary Investigation - Partly Resolved in Favour of Complainant
075065	Unreasonable delay in buys	Preliminary Investigation - Partly Resolved in Favour of Complainant
075068	Unreasonable decision not to deliver mail	Preliminary Investigation - Not Sustained - Explanation Given
075070	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
075073	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075088	Unreasonable decision to transfer	Advice Given - Referred to Agency
075092	Unreasonable decision to transfer	Advice Given - Other/General
075093	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075094	Refusal to release property	Preliminary Investigation - Not Sustained - Explanation Given
075095	Refusal to release property	Preliminary Investigation - Partly Resolved in Favour of Complainant
075096	Refusal to release property	Preliminary Investigation - Partly Resolved in Favour of Complainant
075105	Unreasonable transfer decision	Advice Given - Other/General
075110	Unreasonable loss of employment	Preliminary Investigation - Not Sustained
075111	Unreasonable decision to lock down	Preliminary Investigation - Not Sustained
075112	Unreasonable delay in release of property	Preliminary Investigation - Partly Resolved in Favour of Complainant
075118	Unreasonable requirement to share cell with smoker	Preliminary Investigation - Not Sustained - Explanation Given
075125	Unreasonable punishment	Withdrawn by Complainant
075127	Unreasonable decision to transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
075138	Unreasonable punishment	Preliminary Investigation - Not Sustained - Explanation Given
075155	Unfair confiscation	Preliminary Investigation - Partly Resolved in Favour of Complainant
075166	Unreasonable delay in providing property	Preliminary Investigation - Reasonable Resolution

075167	Unreasonable waiting time for phone call	Preliminary Investigation - Not Sustained - Explanation Given
075170	Alleged inappropriate transfer placing prisoner at risk	Preliminary Investigation - Not Sustained - Explanation Given
075171	Unreasonable refusal to contact complaint body	Advice Given - Referred to Agency
075178	Unreasonable lack of action taken	Preliminary Investigation - Not Sustained
075185	Unreasonable punishment	Preliminary Investigation - Not Sustained
075196	Unreasonable lack of information provided	Preliminary Investigation - Reasonable Resolution
075198	Refusal to compensate for damage caused during cell search	Advice Given - Referred to Agency
075201	Transfer request	Advice Given - Referred to Agency
075204	Unreasonable decision to confiscate mattress	Advice Given - Referred to Agency
075206	Refusal to return property	Preliminary Investigation - Not Sustained - Explanation Given
075213	Inadequate use of telephones	Advice Given - Referred to Agency
075214	Unreasonable decision to remove amenities from unit	Preliminary Investigation - Not Sustained - Explanation Given
075216	Unreasonable delay in finalising sentence plan	Preliminary Investigation - Not Sustained - Explanation Given
075219	Unreasonable denial of information	Preliminary Investigation - Reasonable Resolution
075232	Unreasonable procedure	Advice Given - Referred to Agency
075235	Alleged wrongful dismissal from job	Preliminary Investigation - Not Sustained - Explanation Given
075239	Delay in release	Withdrawn by Complainant
075247	Unreasonable administrative requirements	Preliminary Investigation - Not Sustained
075260	Unreasonable refusal of access visit with child	Advice Given - Other/General
075264	Unreasonable denial of a normal buy	Preliminary Investigation - Reasonable Resolution
075268	Unreasonable withdrawal of normal privileges	Advice Given - Other/General
075270	Unreasonable compensation for television breakdown	Preliminary Investigation - Reasonable Resolution
075271	Unreasonable refusal to cancel a special buy	Preliminary Investigation - Reasonable Resolution
075272	Unreasonable withholding of funds	Advice Given - Other/General
075282	Unreasonable denial of telephone call	Preliminary Investigation - Not Sustained - Explanation Given
075283	Inadequate cooling of cell in extreme heat	Advice Given - Other/General
075288	Unreasonable delay in providing officer assisted call	Advice Given - Referred to Agency
075296	Unreasonable refusal to allow prison visit	Preliminary Investigation - Not Sustained - Explanation Given
075297	Unreasonable decision to transfer	Advice Given - Referred to Agency
075299	Unreasonable delay in supplying razor blades	Preliminary Investigation - Reasonable Resolution
075302	Unreasonable delay in removing smoker from cell	Preliminary Investigation - Reasonable Resolution
075304	Unreasonable conditions for clearing cheque	Preliminary Investigation - Partly Resolved in Favour of Complainant
075310	Unfairly denied opportunity to go to court	Advice Given - Other/General
075319	Unreasonable decision to place on separation order	Preliminary Investigation - Not Sustained - Explanation Given
075321	Unreasonable refusal to approve visit to infirmary	Advice Given - Referred to Agency
075331	Unreasonable decision not to compensate	Preliminary Investigation - Partly Resolved in Favour of Complainant
075333	Unreasonable loss of property	Preliminary Investigation - Reasonable Resolution
075339	Alleged unfair punishment	Preliminary Investigation - Not Sustained - Explanation Given
075344	Alleged incorrect court date entered in prison computer system	Preliminary Investigation - Reasonable Resolution
075345	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
075346	Unreasonable levy taken from benefits	Advice Given - Referred to Agency
075347	Unreasonable confiscation of pillow	Advice Given - Referred to Agency
075353	Unreasonable lack of support provided	Preliminary Investigation - Not Sustained
075354	Unreasonable sacking from job	Advice Given - Referred to Agency
075365	Unreasonable delay in registering funds on telephone account	Preliminary Investigation - Not Sustained
075378	Unreasonable delay in transfer	Preliminary Investigation - Not Sustained - Explanation Given
075388	Unreasonable denial to make phone call	Preliminary Investigation - Reasonable Resolution
075389	Unreasonable denial of phone call	Preliminary Investigation - Partly Resolved in Favour of Complainant
075391	Unreasonable withholding of a buy	Advice Given - Referred to Agency
075395	Unreasonable delay in providing a buy	Preliminary Investigation - Partly Resolved in Favour of Complainant
075400	Refusal to supply product as requested	Preliminary Investigation - Not Sustained - Explanation Given
075404	Unreasonable refusal to replace clothes	Preliminary Investigation - Not Sustained
075405	Unreasonable actions by officers	Preliminary Investigation - Not Sustained
075406	Unreasonable delay in providing access to a Justice of the Peace	Preliminary Investigation - Not Sustained - Explanation Given
075407	Unreasonable refusal of buys	Preliminary Investigation - Partly Resolved in Favour of Complainant
075408	Unreasonable denial of methadone program	Preliminary Investigation - Partly Resolved in Favour of Complainant
075411	Unreasonable denial of assurance of safety after extradition	Preliminary Investigation - Not Sustained - Explanation Given
075414	Alleged failure to provide an adequate diet	Preliminary Investigation - Not Sustained - Explanation Given
075415	Alleged failure to provide adequate duty of care	Preliminary Investigation - Not Sustained - Explanation Given
075420	Inadequate variety of food provided	Preliminary Investigation - Partly Resolved in Favour of Complainant
075427	Unreasonable decision to allegedly transfer	Preliminary Investigation - Partly Resolved in Favour of Complainant
075430	Unreasonable delay in transporting to optometrist	Preliminary Investigation - Partly Resolved in Favour of Complainant
075433	Unsatisfactory mail service	Advice Given - Referred to Agency
075439	Unreasonable transfer to new accommodation	Preliminary Investigation - Reasonable Resolution
075442	Unreasonable delay in transferring to non-smoking cell	Preliminary Investigation - Not Sustained - Explanation Given
075446	Unreasonable denial of medical program	Declined - Refused to Investigate
075450	Unreasonable process for home detention	Advice Given - Referred to Agency
075455	Unreasonable delay in supplying television	Advice Given - Referred to Agency
075457	Unreasonable decision to not forward information	Preliminary Investigation - Reasonable Resolution
075458	Unreasonable fee for storage of possessions	Advice Given - Other/General
075461	Unreasonable refusal to grant permission to visit ailing mother	Advice Given - Referred to Agency
075463	Unreasonable imposition of fees	Advice Given - Referred to Agency
075468	Unreasonable decision to transfer to another institution	Preliminary Investigation - Not Sustained - Explanation Given
075469	Unreasonable treatment	Preliminary Investigation - Reasonable Resolution
075470	Unreasonable delay in special buy	Preliminary Investigation - Reasonable Resolution
075471	Unreasonable offer for restitution of damage to a quilt	Preliminary Investigation - Reasonable Resolution
075481	Unreasonable delay	Preliminary Investigation - Not Sustained - Explanation Given
075482	Unreasonable transfer	Preliminary Investigation - Not Sustained - Explanation Given
075484	Unreasonable delay in forwarding funds	Preliminary Investigation - Not Sustained - Explanation Given
075487	Unreasonable debt incurred	Preliminary Investigation - Not Sustained
075491	Unreasonable treatment	Advice Given - Other/General
075494	Unreasonable refusal to transfer	Preliminary Investigation - Reasonable Resolution
075495	Unreasonable refusal to transfer to preferred institution	Preliminary Investigation - Reasonable Resolution
075499	Unreasonable rates for telephone calls	Advice Given - Referred to Agency
075501	Unreasonable refusal of request	Advice Given - Referred to Agency
075506	Unreasonable denial of access to lawyers	Advice Given - Other/General
075518	Unreasonable refusal to provide television	Advice Given - Referred to Agency
075521	Unreasonable delay in release of property	Preliminary Investigation - Partly Resolved in Favour of Complainant
075538	Failure to transfer property in a timely manner	Preliminary Investigation - Reasonable Resolution
075541	Unreasonable disclosure of true price	Preliminary Investigation - Not Sustained - Explanation Given

075544	Delay in processing payment for phone calls	Preliminary Investigation - Reasonable Resolution
075545	Unreasonable decision to ban visits	Preliminary Investigation - Not Sustained
075560	Lack of information provided regarding release date	Preliminary Investigation - Reasonable Resolution
075562	Unreasonable decision to be placed on regime	Preliminary Investigation - Partly Resolved in Favour of Complainant
075563	Unreasonable refusal to assess safety	Preliminary Investigation - Reasonable Resolution
075567	Unreasonable removal of property	Preliminary Investigation - Not Sustained - Explanation Given
075572	Unreasonable denial of vitamin supplement	Preliminary Investigation - Not Sustained - Explanation Given
075586	Unreasonable decision to be kept in punishment	Preliminary Investigation - Not Sustained - Explanation Given
075592	Unfair refusal to allow contact with partner	Advice Given - Other/General
075595	Unreasonable reoccurrence of testing of urine	Advice Given - Other/General
075600	Failure to grant home detention	Advice Given - Referred to Agency
075601	Unreasonable condition of clothing provided	Preliminary Investigation - Partly Resolved in Favour of Complainant
075602	Failure to investigate aspects of complaint	Advice Given - Other/General
075604	Unreasonable decision to transfer	Advice Given - Other/General
075612	Unreasonable delay in finalising lost property claim	Preliminary Investigation - Not Sustained - Explanation Given
075623	Unreasonable decision to place in vehicle with known enemy	Preliminary Investigation - Reasonable Resolution
075625	Unreasonable denial of allowing property into prison	Preliminary Investigation - Not Sustained - Explanation Given
075627	Unreasonable delay in case review	Preliminary Investigation - Not Sustained - Explanation Given
075628	Unreasonably punished	Preliminary Investigation - Not Sustained - Explanation Given
075630	Unreasonable refusal to collect mail	Preliminary Investigation - Partly Resolved in Favour of Complainant
075633	Loss of property during transfer	Preliminary Investigation - Not Sustained - Explanation Given
075644	Unreasonable delay in finalising prisoner sentence plan	Preliminary Investigation - Partly Resolved in Favour of Complainant
075649	Unreasonable confiscation of diary	Preliminary Investigation - Not Sustained - Explanation Given
075650	Unreasonable decision to place sneakers in property	Preliminary Investigation - Not Sustained - Explanation Given
075654	Unreasonable decision to ban from visiting institution	Advice Given - Referred to Agency
075662	Unsatisfactory standard of food	Advice Given - Referred to Agency
075663	Unreasonable decision to transfer prisoner with mental illness	Advice Given - Other/General
075671	Unreasonable decision to change regime	Preliminary Investigation - Not Sustained - Explanation Given
075674	Unreasonable decision not to discipline officer	Outside of Jurisdiction
075677	Unreasonable requirement to double up with a smoker	Preliminary Investigation - Reasonable Resolution
075678	Unreasonable delay in transferring property	Preliminary Investigation - Partly Resolved in Favour of Complainant
075693	Alleged malfunction of drink machine	Advice Given - Referred to Agency
075698	Unreasonable delay in repairing fence	Preliminary Investigation - Not Sustained
075712	Inability to arrange medical appointment for post release	Outside of Jurisdiction
075713	Failure to provide appropriate cleaning products	Preliminary Investigation - Not Sustained - Explanation Given
075714	Unreasonable delay in transferring property	Preliminary Investigation - Not Sustained
075715	Lack of information regarding possible extradition	Outside of Jurisdiction
075718	Unreasonable delay to access property	Preliminary Investigation - Not Sustained - Explanation Given
075720	Alleged breach of privacy	Advice Given - Referred to Agency
075721	Unreasonable delay in repairing telephone	Preliminary Investigation - Partly Resolved in Favour of Complainant
075726	Unreasonable delay in home detention application	Preliminary Investigation - Not Sustained - Explanation Given
075732	Unreasonable treatment	Advice Given - Referred to Agency
075735	Refusal to compensate for lost property	Preliminary Investigation - Not Sustained - Explanation Given
075737	Unreasonable number of lock downs	Preliminary Investigation - Not Sustained
075738	Unreasonable delay in processing mail	Preliminary Investigation - Not Sustained
075743	Unreasonable delay in authorising the release of funds	Preliminary Investigation - Partly Resolved in Favour of Complainant
075758	Unreasonable refusal to transfer	Advice Given - Referred to Agency
075771	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075787	Unreasonable transfer to another cell	Advice Given - Referred to Agency
075788	Unreasonable punishment	Advice Given - Other/General
075791	Unreasonable refusal to provide for dietary needs	Advice Given - Referred to Agency
075792	Unreasonable delay in return of property	Advice Given - Referred to Agency
075793	Unreasonable delay in providing transfer	Advice Given - Referred to Agency
075794	Unreasonable refusal to refund purchase	Advice Given - Other/General
075795	Unreasonable fee to replace stolen clothing	Advice Given - Other/General
075802	Alleged tampering of legal mail	Advice Given - Referred to Agency
075810	Unreasonable delay in distributing property	Preliminary Investigation - Reasonable Resolution
075829	Unreasonable length of ban	Preliminary Investigation - Not Sustained
075834	Unreasonable decision to transfer	Advice Given - Other/General
075835	Unreasonable refusal to grant visit to hospital	Preliminary Investigation - Reasonable Resolution
075839	Unreasonable decision to remove second pillow	Preliminary Investigation - Reasonable Resolution
075879	Unreasonable decision to place offender in same unit	Preliminary Investigation - Not Sustained
075885	Unreasonable decision to expect payment for prison clothing	Advice Given - Referred to Agency
075906	Unreasonable refusal to transport to court	Preliminary Investigation - Not Sustained - Explanation Given
075909	Alleged inaction by officers	Preliminary Investigation - Not Sustained - Explanation Given
075910	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075932	Unauthorised access to case file	Outside of Jurisdiction
075943	Alleged lack of information regarding visitor list	Preliminary Investigation - Not Sustained - Explanation Given
075949	Unreasonable change in sentence plan	Preliminary Investigation - Not Sustained - Explanation Given
075951	Unreasonable denial of visit	Preliminary Investigation - Not Sustained - Explanation Given
075958	Unreasonable time allowed for breakfast	Preliminary Investigation - Not Sustained
075968	Alleged lack of service	Preliminary Investigation - Not Sustained - Explanation Given
075971	Unreasonable extension of regime without proper cause	Advice Given - Advice Given to Agency
075972	Unreasonable failure to allow prisoner to enter mainstream	Advice Given - Other/General
075979	Unreasonable delay in providing assessment	Preliminary Investigation - Not Sustained
075986	Unreasonable penalty despite pay agreement	Advice Given - Referred to Agency
075997	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
076000	Unreasonable refusal to provide sufficient clothing	Preliminary Investigation - Not Sustained - Explanation Given
076014	Alleged lack of assistance regarding account enquiry	Preliminary Investigation - Reasonable Resolution
076032	Unreasonable lack of assistance	Preliminary Investigation - Not Sustained
076033	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
076036	Alleged inability to get information regarding warranty	Preliminary Investigation - Not Sustained
076042	Unresolved issue regarding excess property	Advice Given - Referred to Agency
076043	Alleged inadequate protection provided	Preliminary Investigation - Not Sustained - Explanation Given
076058	Unreasonable decision to ban visits	Preliminary Investigation - Not Sustained - Explanation Given
076074	Alleged inability to make outside telephone calls	Outside of Jurisdiction
076083	Unreasonable treatment by officer	Advice Given - Referred to Agency
076102	Unreasonable refusal to supply vitamins	Outside of Jurisdiction
076104	Unreasonable decision to double up with smoker	Preliminary Investigation - Not Sustained - Explanation Given
076229	Unreasonable refusal to provide clothing prior to release	Preliminary Investigation - Reasonable Resolution

Department for Environment and Heritage		
070263	Unreasonable administration of shack site lease	Preliminary Investigation - Reasonable Resolution
071027	Unreasonable fee to traverse easement	Preliminary Investigation - Partly Resolved in Favour of Complainant
071450	Unreasonable delay in providing information	Preliminary Investigation - Not Sustained - Explanation Given
073379	Failure to process application in a timely manner	Preliminary Investigation - Partly Resolved in Favour of Complainant
073497	Unfair policy regarding coastal strip	Advice Given - Referred to Agency
073640	Unreasonable refusal of application for stone wall in heritage area	Withdrawn by Complainant
074266	Unreasonable review process	Preliminary Investigation - Not Sustained - Explanation Given
074451	Unreasonable process in regards to application for employment	Advice Given - Referred to Agency
074767	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
074796	Unreasonable refusal to compensate	Advice Given - Referred to Agency
075582	Unreasonable administrative decision	Outside of Jurisdiction
075624	Unreasonable decision to sell residence	Declined - Refused to Investigate
Department for Families and Communities		
073247	Failure to grant concession	Preliminary Investigation - Not Sustained - Explanation Given
073302	Unreasonable decision to terminate work contract	Outside of Jurisdiction
073590	Unreasonable decision to refuse employment	Preliminary Investigation - Not Sustained - Explanation Given
074072	Unreasonable delay with investigation	Preliminary Investigation - Reasonable Resolution
074211	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
074469	Inaccurate records	Advice Given - Other/General
074484	Alleged failure to pick up presents for child under care	Advice Given - Other/General
074510	Unreasonable withholding of foster care clearance	Preliminary Investigation - Partly Resolved in Favour of Complainant
074521	Unreasonable refusal of application for foster caring	Preliminary Investigation - Not Sustained - Explanation Given
074544	Unreasonable refusal to access one-off payment	Preliminary Investigation - Not Sustained - Explanation Given
074561	Alleged fraud	Outside of Jurisdiction
074574	Unreasonable request to supply information	Preliminary Investigation - Not Sustained - Explanation Given
074657	Inappropriate placement of persons with disability into community	Preliminary Investigation - Not Sustained - Explanation Given
074686	Alleged release of personal information to third parties	Advice Given - Referred to Agency
074708	Inaccurate records	Advice Given - Referred to Agency
074753	Alleged inappropriate action	Preliminary Investigation - Not Sustained - Explanation Given
074773	Unreasonable decision to refuse payment	Preliminary Investigation - Reasonable Resolution
074784	Alleged lack of action	Preliminary Investigation - Not Sustained - Explanation Given
074893	Unreasonable management of case	Advice Given - Referred to Agency
074930	Failure to investigate alleged child abuse matter	Advice Given - Other/General
075076	Unreasonable investigation of complaint	Advice Given - Referred to Agency
075114	Unreasonable treatment and administration practices	Advice Given - Other/General
075192	Alleged failure to investigate complaint	Advice Given - Other/General
075234	Inappropriate use of information	Advice Given - Referred to Agency
075290	Failure to provide respite care	Preliminary Investigation - Not Sustained - Explanation Given
075636	Unreasonable treatment by daughter's social worker	Advice Given - Referred to Agency
075665	Unreasonable refusal to provide employment	Preliminary Investigation - Not Sustained - Explanation Given
075701	Unreasonable refusal of financial assistance	Preliminary Investigation - Not Sustained - Explanation Given
075838	Unreasonable delay in taking action	Preliminary Investigation - Reasonable Resolution
075934	Unreasonable lack of investigation	Outside of Jurisdiction
075953	Unreasonable cancellation of licence	Advice Given - Referred to Agency
076006	Unreasonable refusal of state concession card	Preliminary Investigation - Partly Resolved in Favour of Complainant
076017	Unreasonable attitude of staff	Advice Given - Referred to Agency
076020	Unreasonable delay in providing concession	Preliminary Investigation - Reasonable Resolution
076069	Lack of information regarding substandard order	Advice Given - Other/General
Department for Transport, Urban Planning & The Arts		
052896	Unreasonable restriction on vehicle registration numbers	Full Investigation - Partly Resolved in Favour of Complainant
Department of Education & Children's Services		
069807	Application for review of determination	Preliminary Investigation - Partly Resolved in Favour of Complainant
071994	Unreasonable arrangements for teaching music	Full Investigation - Partly Resolved in Favour of Complainant
072048	Unreasonable withdrawal of authority to teach	Preliminary Investigation - Not Sustained - Explanation Given
072654	Failure to follow policy on religious instruction	Withdrawn by Complainant
072679	Unreasonable refusal to consider late school card application	Preliminary Investigation - Reasonable Resolution
072680	Failure to adequately investigate allegation of teacher misconduct	Preliminary Investigation - Not Sustained
072734	Alleged inappropriate action taken regarding bullying	Preliminary Investigation - Not Sustained - Explanation Given
072902	Unreasonable refusal to refund course fees	Preliminary Investigation - Reasonable Resolution
072969	Unreasonable requirement to pay back overpayment	Withdrawn by Complainant
073173	Unreasonable duty of care for daughter	Advice Given - Other/General
073211	Unreasonable use of force or discipline	Declined - Alternate Remedy
073254	Unreasonable arrangement for teaching music	Preliminary Investigation - Partly Resolved in Favour of Complainant
073285	Refusal to investigate complaint	Advice Given - Other/General
073308	Alleged unfair treatment	Advice Given - Other/General
073330	Alleged discrimination	Preliminary Investigation - Partly Resolved in Favour of Complainant
073385	Failure to exercise proper duty of care	Preliminary Investigation - Partly Resolved in Favour of Complainant
073404	Inadequate communication	Preliminary Investigation - Partly Resolved in Favour of Complainant
073439	Failure to follow policy on religious instruction	Preliminary Investigation - Reasonable Resolution
073499	Unreasonable decision to suspend student	Advice Given - Referred to Agency
073524	Unreasonable refusal to adhere to curriculum arrangements	Withdrawn by Complainant
073533	Unreasonable denial of zoning application	Advice Given - Referred to Agency
073539	Unreasonable refusal to monitor parking arrangement	Preliminary Investigation - Not Sustained - Explanation Given
073597	Unreasonable refusal to allow children on school bus	Preliminary Investigation - Not Sustained - Explanation Given
073614	Alleged lack of confidentiality	Preliminary Investigation - Not Sustained - Explanation Given
073625	Alleged failure to pay accounts	Advice Given - Referred to Agency
073663	Unreasonable conditions placed on daughter	Preliminary Investigation - Not Sustained - Explanation Given
073714	Unreasonable decision to suspend child	Advice Given - Referred to Agency
073795	Unreasonable banning of husband	Advice Given - Referred to Agency
073821	Unreasonable decision to suspend daughter	Advice Given - Other/General
073828	Unauthorised release of personal details	Preliminary Investigation - Not Sustained - Explanation Given
073840	Unreasonable management of a bullying issue	Advice Given - Referred to Agency
073995	Alleged lack of action	Preliminary Investigation - Not Sustained - Explanation Given
074020	Unreasonable treatment by staff	Outside of Jurisdiction
074025	Unreasonable management of child	Advice Given - Referred to Agency
074090	Unreasonably excessive support provided to child	Preliminary Investigation - Not Sustained - Explanation Given
074092	Unreasonable decision to suspend child from school	Advice Given - Referred to Agency
074106	Insufficient investigation of complaint	Advice Given - Referred to Agency

074169	Unreasonable refusal of school application	Preliminary Investigation - Not Sustained - Explanation Given
074187	Unreasonable discipline and lack of support regarding bullying	Preliminary Investigation - Partly Resolved in Favour of Complainant
074212	Alleged failure to support parent in behaviour management of child	Advice Given - Referred to Agency
074219	Allegations of corruption	Outside of Jurisdiction
074288	Unreasonable management of international students	Advice Given - Referred to Agency
074366	Unreasonable handling of complaint	Preliminary Investigation - Reasonable Resolution
074429	Unreasonable investigation into complaint	Preliminary Investigation - Reasonable Resolution
074457	Unreasonable delay in providing polling letter	Preliminary Investigation - Reasonable Resolution
074461	Alleged failure to appropriately address inappropriate conduct	Preliminary Investigation - Not Sustained - Explanation Given
074522	Failure to provide duty of care	Preliminary Investigation - Not Sustained - Explanation Given
074558	Failure to adhere to duty of care requirements	Advice Given - Other/General
074573	Unreasonable delay in offering a teaching position	Preliminary Investigation - Partly Resolved in Favour of Complainant
074579	Alleged harassment and intimidation by staff	Preliminary Investigation - Not Sustained - Explanation Given
074580	Alleged harassment and intimidation by staff	Preliminary Investigation - Not Sustained - Explanation Given
074611	Alleged harassment and intimidation by staff	Preliminary Investigation - Not Sustained - Explanation Given
074691	Unreasonable handling of complaint	Withdrawn by Complainant
074896	Unfair billing practices	Declined - Refused to Investigate
074910	Failure to provide adequate assistance to student	Preliminary Investigation - Not Sustained - Explanation Given
075020	Unreasonable refusal to allow child to attend out of zone school	Advice Given - Referred to Agency
075021	Unreasonable refusal to accept son at out of zone school	Advice Given - Referred to Agency
075115	Unreasonable delay in providing payment for service	Advice Given - Other/General
075120	Unreasonable lack of information provided	Preliminary Investigation - Not Sustained - Explanation Given
075124	Alleged failure in duty of care	Declined - Refused to Investigate
075141	Inadequate investigation of complaint	Advice Given - Referred to Agency
075157	Unreasonable investigation into bullying	Advice Given - Referred to Agency
075164	Unreasonable investigation of complaint	Outside of Jurisdiction
075176	Unreasonable threat of suspension	Preliminary Investigation - Not Sustained - Explanation Given
075190	Unreasonable treatment of staff	Declined - Refused to Investigate
075208	Unreasonable investigation of complaint	Advice Given - Referred to Agency
075223	Unreasonable lack of school work provided	Preliminary Investigation - Not Sustained - Explanation Given
075298	Unreasonable decision to not approve subject	Withdrawn by Complainant
075659	Alleged breach of confidentiality	Advice Given - Other/General
075740	Unreasonable lack of action	Preliminary Investigation - Not Sustained - Explanation Given
075905	Unreasonable breach of duty of care	Advice Given - Referred to Agency
075915	Unreasonable refusal to consider school card in relation to fees	Preliminary Investigation - Partly Resolved in Favour of Complainant
075952	Unreasonable breach of duty of care	Advice Given - Referred to Agency
076055	Unreasonable investigation	Advice Given - Referred to Agency
076059	Unreasonable requirement to pay school fees	Preliminary Investigation - Reasonable Resolution
Department of Health		
073191	Failure to act on complaint	Preliminary Investigation - Not Sustained - Explanation Given
073248	Unreasonable investigative process	Advice Given - Referred to Agency
073363	Unreasonable discharge due to overflow	Preliminary Investigation - Partly Resolved in Favour of Complainant
074170	Unreasonable failure to extend contract	Advice Given - Referred to Agency
075995	Inappropriate decision making process	Advice Given - Referred to Agency
Department of Human Services		
060396	Failure to properly investigate allegations of abuse	Full Investigation - Reasonable Resolution
Department of Primary Industries & Resources		
072433	Failure to address concerns about planning process	Preliminary Investigation - Not Sustained - Explanation Given
072610	Failure to act on reports of chemical spray drift	Preliminary Investigation - Not Sustained - Explanation Given
072796	Unreasonable recommendation of local heritage listing	Preliminary Investigation - Not Sustained - Explanation Given
072830	Unreasonable recommendation of local heritage listing	Preliminary Investigation - Not Sustained - Explanation Given
072831	Unreasonable recommendation of local heritage listing	Preliminary Investigation - Not Sustained - Explanation Given
072864	Unreasonable recommendation of local heritage listing	Withdrawn by Complainant
073032	Unreasonable recommendation of local heritage listing	Preliminary Investigation - Not Sustained - Explanation Given
073740	Insufficient allocation of quota for cockle fishery	Preliminary Investigation - Not Sustained
073793	Failure to investigate complaint	Preliminary Investigation - Reasonable Resolution
073806	Inappropriate action taken by inspector	Preliminary Investigation - Not Sustained - Explanation Given
074010	Unreasonable refusal of financial compensation	Preliminary Investigation - Not Sustained - Explanation Given
074113	Unreasonable declination of application	Advice Given - Referred to Agency
074120	Inadequate investigation of complaint	Advice Given - Other/General
074289	Unreasonable decision to approve amended application	Preliminary Investigation - Not Sustained - Explanation Given
074404	Unreasonable refusal to grant licence	Advice Given - Other/General
074430	Unreasonable tender process	Outside of Jurisdiction
074605	Unreasonable calculation of fees	Advice Given - Other/General
075452	Unreasonable licence fees	Advice Given - Referred to Agency
075490	Alleged failure to assist in lodging appeal	Advice Given - Referred to Agency
075852	Unreasonable outcome of review in regards to cockle fishing industry	Advice Given - Other/General
075982	Unreasonable refusal to compensate	Preliminary Investigation - Not Sustained - Explanation Given
Department of the Premier and Cabinet		
073290	Unreasonable delay in processing claim	Preliminary Investigation - Reasonable Resolution
073691	Inadequate administrative service	Withdrawn by Complainant
074007	Unreasonable investigation	Full Investigation-Sustained - sec 25(1)(b) - unreasonable, unjust, etc.
074124	Refusal to take appropriate action regarding access to disabled toilets	Declined - Refused to Investigate
074365	Unreasonable lack of assistance	Preliminary Investigation - Partly Resolved in Favour of Complainant
074376	Difficulty accessing service	Advice Given - Referred to Agency
074909	Failure to investigate workplace accident in a timely manner	Preliminary Investigation - Not Sustained - Explanation Given
074929	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
075218	Delay in providing response	Preliminary Investigation - Reasonable Resolution
075340	Inadequate investigation of complaint	Preliminary Investigation - Reasonable Resolution
075603	Improper use of public funds	Advice Given - Referred to Agency
Department of Transport, Energy and Infrastructure		
067726	Alleged failure to comply with undertakings given at conciliation conference	Full Investigation - Not Sustained
070184	Unreasonable practices disadvantaging private bus operations	Preliminary Investigation - Not Sustained - Explanation Given
071119	Unfair administrative policy	Preliminary Investigation - Reasonable Resolution
072389	Refusal to extend time for objections	Preliminary Investigation - Not Sustained - Explanation Given
072626	Unreasonable refusal to honour contract to transfer land	Preliminary Investigation - Not Sustained - Explanation Given

072650	Inadequate consultation regarding bike lane	Preliminary Investigation - Not Sustained - Explanation Given
072662	Unreasonable transfer fee	Preliminary Investigation - Not Sustained - Explanation Given
073019	Alleged incorrect licence records	Preliminary Investigation - Not Sustained - Explanation Given
073044	Alleged inaccurate bus timetable information	Preliminary Investigation - Not Sustained - Explanation Given
073055	Unreasonable decision to increase compulsory third party insurance for businesses	Preliminary Investigation - Not Sustained - Explanation Given
073095	Unreasonable refusal to reinstate driver's licence	Advice Given - Other/General
073102	Alleged incorrect information supplied on notice regarding offences	Preliminary Investigation - Reasonable Resolution
073167	Unreasonable refusal to release vehicle	Preliminary Investigation - Not Sustained - Explanation Given
073190	Unreasonable refusal to register vehicle	Preliminary Investigation - Not Sustained - Explanation Given
073210	Unreasonable delay in providing licence	Preliminary Investigation - Not Sustained - Explanation Given
073213	Unreasonable refusal to grant licence	Preliminary Investigation - Partly Resolved in Favour of Complainant
073256	Unreasonable criteria applied to regaining licence	Preliminary Investigation - Not Sustained - Explanation Given
073275	Disputed third party excess	Advice Given - Referred to Agency
073294	Unreasonable refusal to recognise interstate concession card	Preliminary Investigation - Reasonable Resolution
073299	Unreasonable change of practice	Preliminary Investigation - Partly Resolved in Favour of Complainant
073319	Alleged incorrect information provided as response to complaint	Advice Given - Other/General
073324	Unreasonable requirement to obtain information	Preliminary Investigation - Not Sustained - Explanation Given
073354	Delay in responding to application	Preliminary Investigation - Not Sustained - Explanation Given
073437	Failure of website to provide for reporting lost items	Preliminary Investigation - Not Sustained - Explanation Given
073448	Unreasonable delay in responding to correspondence	Preliminary Investigation - Not Sustained - Explanation Given
073460	Inappropriate information required for payment of fine	Preliminary Investigation - Not Sustained - Explanation Given
073462	Unreasonable cancellation of licence	Advice Given - Referred to Agency
073482	Unreasonable requirement to produce marriage certificate	Preliminary Investigation - Not Sustained - Explanation Given
073493	Failure to grant concession vehicle registration	Preliminary Investigation - Reasonable Resolution
073507	Unreasonable decision to cancel driver's licence	Preliminary Investigation - Not Sustained - Explanation Given
073538	Unreasonable decision to require certified proof of identity	Preliminary Investigation - Not Sustained - Explanation Given
073541	Failure to grant rebate	Advice Given - Other/General
073572	Unreasonable handling of investigation	Advice Given - Other/General
073598	Unreasonable refusal to reinstate licence	Advice Given - Referred to Agency
073611	Unreasonable administrative requirement	Advice Given - Referred to Agency
073616	Alleged inaccurate records	Preliminary Investigation - Not Sustained - Explanation Given
073629	Unreasonable decision to restrict drivers licence	Preliminary Investigation - Partly Resolved in Favour of Complainant
073630	Unreasonable delay in providing replacement ticket	Preliminary Investigation - Partly Resolved in Favour of Complainant
073642	Failure to offer payment options	Declined - Refused to Investigate
073645	Unreasonable increase in registration fees	Advice Given - Referred to Agency
073649	Alleged incorrect information provided	Preliminary Investigation - Not Sustained - Explanation Given
073702	Failure to respond correspondence in writing	Advice Given - Referred to Agency
073731	Unreasonable refusal to give reasons for valuation	Outside of Jurisdiction
073741	Unreasonable delay in providing registration label	Preliminary Investigation - Reasonable Resolution
073751	Failure to provide adequate customer service staff	Declined - Alternate Remedy
073760	Unreasonable policy	Preliminary Investigation - Reasonable Resolution
073775	Unreasonable delay in responding to enquiry	Preliminary Investigation - Reasonable Resolution
073778	Unreasonable service	Preliminary Investigation - Partly Resolved in Favour of Complainant
073801	Failure to approve registration of motor vehicle	Preliminary Investigation - Not Sustained - Explanation Given
073805	Unreasonable administrative decision	Advice Given - Referred to Agency
073827	Lack of reliability of ticketing machines	Preliminary Investigation - Not Sustained - Explanation Given
073831	Alleged failure to provide correspondence	Preliminary Investigation - Not Sustained - Explanation Given
073837	Unreasonable administrative procedure	Withdrawn by Complainant
073849	Unreasonable administrative process	Preliminary Investigation - Not Sustained - Explanation Given
073856	Unreasonable behaviour of officer	Advice Given - Referred to Agency
073857	Unreasonable charge	Advice Given - Referred to Agency
073880	Unreasonable fee to retain existing number plate	Advice Given - Other/General
073928	Unreasonable delay in providing licence	Preliminary Investigation - Reasonable Resolution
073937	Alleged incorrect valuation	Preliminary Investigation - Reasonable Resolution
073943	Inaccurate information provided resulting in permit expiry	Preliminary Investigation - Not Sustained - Explanation Given
073951	Unreasonable requirement to undergo alcohol assessment before issuing driver's licence	Preliminary Investigation - Not Sustained - Explanation Given
073963	Unreasonable requirement to pay fee to re-sit learner's permit test	Preliminary Investigation - Reasonable Resolution
073967	Unreasonable process regarding transfer of registration	Preliminary Investigation - Not Sustained - Explanation Given
073989	Alleged lack of service	Preliminary Investigation - Not Sustained - Explanation Given
074014	Unreasonable increase in charges	Advice Given - Referred to Agency
074041	Unreasonable administrative decision	Declined - Refused to Investigate
074063	Lack of information provided regarding driver's licence	Advice Given - Referred to Agency
074065	Unreasonable refusal to waive infringement	Advice Given - Referred to Agency
074068	Inadequate facilities for making payment for special number plates	Preliminary Investigation - Reasonable Resolution
074112	Incorrect record keeping	Advice Given - Referred to Agency
074123	Alleged breach of confidentiality	Advice Given - Other/General
074132	Unreasonable refusal of opportunity to appeal against licence suspension	Preliminary Investigation - Not Sustained - Explanation Given
074133	Unreasonable denial of refund	Advice Given - Referred to Agency
074136	Unreasonable request to send duplicate registration form	Advice Given - Referred to Agency
074144	Unreasonable decision to refuse reimbursement	Advice Given - Other/General
074160	Unreasonable delay in forwarding registration for vehicle	Advice Given - Other/General
074167	Unreasonable refusal of application	Advice Given - Referred to Agency
074184	Unreasonable request to provide documentation	Advice Given - Referred to Agency
074193	Alleged administrative error	Preliminary Investigation - Not Sustained - Explanation Given
074194	Unreasonable delay in conducting inspection	Preliminary Investigation - Partly Resolved in Favour of Complainant
074214	Alleged administrative error led to financial loss	Outside of Jurisdiction
074240	Unreasonable licence conditions	Advice Given - Referred to Agency
074242	Unreasonable delay and temperature control on buses	Advice Given - Referred to Agency
074305	Unreasonable administrative process	Preliminary Investigation - Reasonable Resolution
074307	Inadequate information on brochures	Preliminary Investigation - Not Sustained - Explanation Given
074311	Unfair administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
074328	Delays in processing transactions	Preliminary Investigation - Partly Resolved in Favour of Complainant
074335	Unreasonable decision to pay	Preliminary Investigation - Partly Resolved in Favour of Complainant
074379	Unreasonable administrative process	Preliminary Investigation - Partly Resolved in Favour of Complainant
074381	Unreasonable requirement to hold probationary licence for extended period due to administrative error	Preliminary Investigation - Partly Resolved in Favour of Complainant
074408	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given

074442	Unreasonable access to registered clinic	Advice Given - Referred to Agency
074445	Unreasonable extension of suspended licence	Preliminary Investigation - Not Sustained - Explanation Given
074489	Unreasonable delay in sending correspondence	Preliminary Investigation - Not Sustained - Explanation Given
074494	Unreasonable decision not to forward amended licence	Preliminary Investigation - Reasonable Resolution
074523	Ineffective telephone registration system for registering motor vehicle	Preliminary Investigation - Partly Resolved in Favour of Complainant
074542	Unreasonable call centre service	Preliminary Investigation - Reasonable Resolution
074545	Unreasonable administrative decision	Preliminary Investigation - Reasonable Resolution
074565	Unreasonable refusal to grant provisional licence	Preliminary Investigation - Not Sustained - Explanation Given
074570	Alleged incorrect suspension of licence	Preliminary Investigation - Reasonable Resolution
074587	Unable to access call centre and incorrect forfeiture of demerit points	Preliminary Investigation - Reasonable Resolution
074588	Incorrect information supplied on computer regarding licence	Preliminary Investigation - Not Sustained - Explanation Given
074590	Unreasonable decision to refuse licence	Advice Given - Referred to Agency
074600	Refusal to amend records	Preliminary Investigation - Not Sustained - Explanation Given
074617	Unreasonable refusal to renew registration	Withdrawn by Complainant
074619	Unreasonable decision regarding provision of driver's licence	Preliminary Investigation - Partly Resolved in Favour of Complainant
074621	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained - Explanation Given
074635	Unreasonable cancellation of driver's licence	Advice Given - Other/General
074656	Unreasonable delay in refunding fee	Preliminary Investigation - Reasonable Resolution
074760	Unreasonable assessment of reimbursement	Preliminary Investigation - Not Sustained - Explanation Given
074787	Unreasonable policy	Preliminary Investigation - Not Sustained - Explanation Given
074790	Unreasonable refusal to amend drivers licence	Advice Given - Referred to Agency
074794	Unreasonable behaviour by driver	Advice Given - Referred to Agency
074795	Unreasonable behaviour of driver	Advice Given - Referred to Agency
074831	Failure to transfer personalised plate	Preliminary Investigation - Partly Resolved in Favour of Complainant
074835	Failure to respond to complaint	Preliminary Investigation - Not Sustained - Explanation Given
074856	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
074879	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained - Explanation Given
074885	Unfair decision to revoke wife's driver's license	Advice Given - Referred to Agency
074888	Failure to notify change of registration requirements	Preliminary Investigation - Reasonable Resolution
074925	Unsatisfactory customer service	Advice Given - Referred to Agency
074945	Unreasonable delay in accessing Customer Service Centre	Preliminary Investigation - Reasonable Resolution
074947	Unreasonable refusal to renew learner's permit	Advice Given - Referred to Agency
074956	Unreasonable level of fees	Advice Given - Other/General
074970	Refusal to accept international licence	Preliminary Investigation - Not Sustained
075001	Unreasonable requirement to translate overseas licence	Preliminary Investigation - Not Sustained - Explanation Given
075005	Unreasonable requirement for licence	Advice Given - Referred to Agency
075060	Unreasonable rise in inspection price	Preliminary Investigation - Not Sustained - Explanation Given
075078	Unreasonable administrative practice	Preliminary Investigation - Not Sustained - Explanation Given
075091	Unsatisfactory provision of bus service	Advice Given - Referred to Agency
075101	Inability to contact agency	Preliminary Investigation - Not Sustained - Explanation Given
075179	Unreasonable delay in responding to complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
075183	Unreasonable delay in addressing system problem	Preliminary Investigation - Reasonable Resolution
075251	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
075257	Unreasonable restriction of access	Advice Given - Referred to Agency
075266	Unreasonable decision by vehicle registration	Advice Given - Other/General
075287	Unreasonable loss of licence	Advice Given - Referred to Agency
075307	Unreasonable confusion regarding licence	Preliminary Investigation - Reasonable Resolution
075312	Unreasonable refusal to reinstate wife's driver's licence	Advice Given - Referred to Agency
075318	Unreasonably treated	Advice Given - Other/General
075379	Unreasonable refusal to register trailer	Preliminary Investigation - Reasonable Resolution
075396	Unreasonable refusal to amend records	Preliminary Investigation - Reasonable Resolution
075429	Unreasonable delay for service on information line	Advice Given - Referred to Agency
075453	Unreasonable refusal to amend fine	Preliminary Investigation - Not Sustained - Explanation Given
075492	Unreasonable denial of information	Advice Given - Other/General
075502	Unreasonable administrative decision	Preliminary Investigation - Not Sustained
075505	Unreasonable action by inspectors	Advice Given - Referred to Agency
075509	Unreasonable cost variation	Advice Given - Referred to Agency
075510	Inadequate investigation of complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
075531	Unreasonable delay in providing refund	Preliminary Investigation - Reasonable Resolution
075585	Alleged administrative error leading to financial loss	Declined - Alternate Remedy
075614	Unreasonable refusal to allow son to appeal licence cancellation	Preliminary Investigation - Not Sustained - Explanation Given
075634	Inadequate records resulting in over-charge	Preliminary Investigation - Partly Resolved in Favour of Complainant
075648	Unreasonable refusal to issue licence	Preliminary Investigation - Not Sustained - Explanation Given
075652	Unreasonable policy regarding tinting of windows	Advice Given - Referred to Agency
075666	Unreasonable decision to cancel licence	Preliminary Investigation - Not Sustained - Explanation Given
075694	Unreasonable change of policy	Advice Given - Referred to Agency
075703	Unreasonable decision to require medical report at own cost	Preliminary Investigation - Not Sustained - Explanation Given
075723	Failure to correct fault with custom registration plates	Preliminary Investigation - Not Sustained - Explanation Given
075755	Uncertainty of legal position	Outside of Jurisdiction
075779	Unreasonable delay	Preliminary Investigation - Partly Resolved in Favour of Complainant
075780	Unreasonable compensation	Preliminary Investigation - Reasonable Resolution
075800	Unreasonable decision	Preliminary Investigation - Partly Resolved in Favour of Complainant
075830	Unreasonable lack of response	Preliminary Investigation - Not Sustained - Explanation Given
075874	Unreasonable decision to fine for unregistered vehicle	Preliminary Investigation - Not Sustained - Explanation Given
075880	Lack of information regarding son's licence	Preliminary Investigation - Not Sustained - Explanation Given
075896	Unreasonable delay in providing driver's licence	Preliminary Investigation - Not Sustained - Explanation Given
075916	Unreasonable decision to disqualify licence	Declined - Alternate Remedy
075960	Unreasonable behaviour and requirement to produce original documents	Advice Given - Referred to Agency
075983	Unreasonable testing requirements	Preliminary Investigation - Not Sustained - Explanation Given
076013	Unreasonable investigation into complaint	Preliminary Investigation - Reasonable Resolution
076031	Unreasonable time allowed to renew registration	Preliminary Investigation - Not Sustained - Explanation Given
076067	Unreasonable cancellation of plates	Advice Given - Referred to Agency
076070	Unreasonable lack of correspondence provided	Preliminary Investigation - Not Sustained - Explanation Given
076101	Unreasonable standards of service	Advice Given - Referred to Agency
076105	Unreasonable decision regarding compulsory acquisition of land	Advice Given - Referred to Agency
076107	Lack of information provided regarding purchase of vehicle	Advice Given - Referred to Agency

Department of Treasury and Finance		
073154	Unreasonable fee requirement	Advice Given - Referred to Agency
073218	Unreasonable increase in land tax	Advice Given - Referred to Agency
073241	Alleged failure to send notices to correct address	Preliminary Investigation - Reasonable Resolution
073274	Disputed infringement notice	Advice Given - Referred to Agency
073295	Unreasonable refusal to grant rebate	Declined - Alternate Remedy
073323	Unreasonable perusal of information	Advice Given - Other/General
073346	Unreasonable delay in confirming arrangements	Preliminary Investigation - Reasonable Resolution
073370	Unreasonable imposition of land tax	Advice Given - Referred to Agency
073508	Unreasonable refusal to adhere to verbal agreement	Preliminary Investigation - Not Sustained - Explanation Given
073560	Unreasonable overcharge for stamp duty	Advice Given - Referred to Agency
073613	Alleged incorrect advice given	Preliminary Investigation - Not Sustained - Explanation Given
073650	Unreasonable refusal to allow input	Preliminary Investigation - Not Sustained - Explanation Given
073722	Unreasonable valuation of properties	Preliminary Investigation - Not Sustained - Explanation Given
073768	Unreasonable record keeping	Preliminary Investigation - Reasonable Resolution
073809	Unreasonable request for return of ex-gratia payment	Preliminary Investigation - Reasonable Resolution
073817	Unreasonable process regarding recovery of tax	Advice Given - Referred to Agency
073965	Unreasonable refusal of grant	Advice Given - Referred to Agency
073982	Unreasonable decision to recover search fee	Preliminary Investigation - Not Sustained - Explanation Given
074073	Unreasonable charge	Preliminary Investigation - Not Sustained - Explanation Given
074110	Disputed arrears for Emergency Services Levy	Preliminary Investigation - Reasonable Resolution
074155	Unreasonable delay in providing form	Preliminary Investigation - Reasonable Resolution
074203	Unreasonable requirement to pay levy	Preliminary Investigation - Partly Resolved in Favour of Complainant
074265	Unreasonable requirement to pay stamp duty	Advice Given - Referred to Agency
074361	Unreasonable explanation of debt	Advice Given - Referred to Agency
074420	Unreasonable attitude of staff	Advice Given - Referred to Agency
074499	Unreasonable delay in forwarding refund	Preliminary Investigation - Reasonable Resolution
074512	Unreasonable delay in processing application	Preliminary Investigation - Not Sustained - Explanation Given
074520	Unreasonable delay in correcting overpayment	Preliminary Investigation - Reasonable Resolution
074603	Unreasonable delay in forwarding refund	Preliminary Investigation - Reasonable Resolution
074620	Alleged incorrect calculation of tax	Advice Given - Other/General
074659	Failure to provide corrected documentation	Preliminary Investigation - Reasonable Resolution
074881	Unreasonable change in process	Advice Given - Referred to Agency
074904	Unreasonable delay in responding to correspondence	Declined - Refused to Investigate
074946	Unreasonable decrease in Super fund amount	Advice Given - Referred to Agency
074972	Unreasonable charge	Preliminary Investigation - Not Sustained - Explanation Given
074987	Unreasonable decision to disallow purchase	Preliminary Investigation - Not Sustained - Explanation Given
075085	Unreasonable requirement to pay back First Home Owners Grant	Preliminary Investigation - Not Sustained - Explanation Given
075156	Unreasonable decision to recoup subsidy	Advice Given - Other/General
075320	Unreasonable fees charged for lodgement of documents	Preliminary Investigation - Not Sustained - Explanation Given
075362	Unreasonable backdating of Emergency Services Levy	Preliminary Investigation - Not Sustained - Explanation Given
075397	Unreasonable lack of action/response	Withdrawn by Complainant
075641	Unreasonable behaviour	Advice Given - Other/General
075675	Unreasonable requirement to pay stamp duty	Preliminary Investigation - Reasonable Resolution
075719	Unreasonable decision to charge late fee	Preliminary Investigation - Not Sustained - Explanation Given
075770	Alleged inadequate reception area	Advice Given - Referred to Agency
075912	Unreasonable issue of land tax assessment	Preliminary Investigation - Reasonable Resolution
Department of Further Education, Employment, Science & Technology		
073128	Failure to grant permission to do course	Preliminary Investigation - Partly Resolved in Favour of Complainant
073787	Unreasonable delay in processing application	Preliminary Investigation - Partly Resolved in Favour of Complainant
073944	Unreasonable refusal to pay agreed wage incentive	Preliminary Investigation - Partly Resolved in Favour of Complainant
073984	Failure to provide affordable accommodation	Advice Given - Referred to Agency
074257	Unreasonable refusal to accept into course	Preliminary Investigation - Not Sustained - Explanation Given
074540	Unreasonable refusal of fees	Advice Given - Referred to Agency
074608	Unreasonable delay in forwarding payment	Preliminary Investigation - Reasonable Resolution
074815	Failure to maintain correct records	Advice Given - Referred to Agency
074867	Unreasonable refusal to amend fee structure	Advice Given - Other/General
074923	Unreasonable decision to pursue debt	Preliminary Investigation - Partly Resolved in Favour of Complainant
075010	Lack of appropriate assistance regarding trainee	Advice Given - Referred to Agency
075224	Unreasonable delay in forwarding refund	Preliminary Investigation - Reasonable Resolution
075284	Unreasonable financial charge	Preliminary Investigation - Not Sustained - Explanation Given
075599	Unreasonable decision to deny qualification	Preliminary Investigation - Not Sustained - Explanation Given
075992	Unreasonable lack of information	Preliminary Investigation - Not Sustained - Explanation Given
Department of Water, Land & Biodiversity Conservation		
071433	Unreasonable analysis of project	Preliminary Investigation - Not Sustained - Explanation Given
072743	Incorrect information supplied	Preliminary Investigation - Not Sustained
073086	Unreasonable action regarding dam	Declined - Alternate Remedy
073481	Unreasonable refusal of funding	Full Investigation - Not Sustained - Explanation Given
073528	Unreasonable delay in providing decision	Preliminary Investigation - Reasonable Resolution
074081	Unreasonable delay in developing compensation scheme	Preliminary Investigation - Not Sustained - Explanation Given
074301	Unreasonable delay in developing compensation scheme	Preliminary Investigation - Reasonable Resolution
074528	Refusal to allow permit for water usage	Advice Given - Referred to Agency
074614	Unreasonable delay in processing water allocation	Advice Given - Other/General
075709	Unreasonable handling of water licence	Preliminary Investigation - Not Sustained - Explanation Given
Environment Protection Authority		
072660	Alleged misleading information on website	Preliminary Investigation - Not Sustained - Explanation Given
073156	Failure to investigate noise complaint	Preliminary Investigation - Not Sustained - Explanation Given
073623	Unreasonable handling of complaint	Advice Given - Referred to Agency
074532	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained
075683	Unreasonable investigation	Advice Given - Other/General
075695	Unreasonable lack of action regarding complaint	Advice Given - Referred to Agency
Office of Public Advocate		
074543	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
South Australian Housing Trust		
071643	Failure to repair damage to house	Preliminary Investigation - Reasonable Resolution
072381	Unreasonable management of tenancy	Preliminary Investigation - Reasonable Resolution
072651	Unreasonable refusal to backdate transfer application	Preliminary Investigation - Reasonable Resolution
072892	Failure to properly manage dispute	Preliminary Investigation - Not Sustained - Explanation Given
072919	Unreasonable delay in addressing complaint	Preliminary Investigation - Not Sustained - Explanation Given

073018	Unreasonable refusal to allow purchase of home	Preliminary Investigation - Not Sustained - Explanation Given
073029	Inadequate maintenance provided	Preliminary Investigation - Reasonable Resolution
073061	Unreasonable decision to refuse transfer	Preliminary Investigation - Not Sustained - Explanation Given
073069	Unreasonable management of tenancy	Advice Given - Other/General
073115	Failure to provide maintenance within reasonable time	Preliminary Investigation - Not Sustained - Explanation Given
073144	Unreasonable delay in providing maintenance	Preliminary Investigation - Reasonable Resolution
073147	Unreasonable delay in responding to phone call	Preliminary Investigation - Not Sustained - Explanation Given
073163	Unreasonable delay to tidy yard	Preliminary Investigation - Reasonable Resolution
073165	Unreasonable delay to paint house	Preliminary Investigation - Reasonable Resolution
073168	Alleged harassment	Advice Given - Other/General
073175	Unreasonable delay in providing maintenance	Preliminary Investigation - Reasonable Resolution
073182	Unreasonable delay in finalising transfer	Preliminary Investigation - Not Sustained - Explanation Given
073207	Unreasonable delay in considering application for transfer	Preliminary Investigation - Reasonable Resolution
073236	Unreasonable lack of action regarding neighbouring property	Preliminary Investigation - Reasonable Resolution
073245	Unreasonable delay in repairing fence	Preliminary Investigation - Reasonable Resolution
073249	Unreasonable landscaping of garden	Declined - Alternate Remedy
073255	Inadequate maintenance service	Preliminary Investigation - Partly Resolved in Favour of Complainant
073331	Unreasonable delay in responding to telephone calls	Preliminary Investigation - Reasonable Resolution
073341	Unreasonable delay in attending to maintenance issues	Advice Given - Referred to Agency
073355	Unreasonable refusal of compensation for damaged goods	Advice Given - Referred to Agency
073357	Unreasonable delay in finalising maintenance work	Preliminary Investigation - Partly Resolved in Favour of Complainant
073378	Alleged offensive behaviour of neighbouring tenant	Advice Given - Referred to Agency
073387	Alleged miscalculation of rent	Preliminary Investigation - Not Sustained - Explanation Given
073393	Unreasonable decision to decline application	Preliminary Investigation - Not Sustained - Explanation Given
073407	Unreasonable decision to increase rent	Advice Given - Referred to Agency
073425	Unreasonable decision to offer only partly renovated kitchen	Preliminary Investigation - Partly Resolved in Favour of Complainant
073450	Unreasonable delay to repair ceiling	Preliminary Investigation - Partly Resolved in Favour of Complainant
073476	Failure to appoint a housing manager	Advice Given - Referred to Agency
073483	Unreasonable delay in attending to maintenance issues	Preliminary Investigation - Reasonable Resolution
073492	Unreasonable refusal to provide information	Preliminary Investigation - Reasonable Resolution
073513	Unfair discrepancy in land value	Preliminary Investigation - Not Sustained - Explanation Given
073529	Unreasonable delay in dealing with movement in house	Preliminary Investigation - Reasonable Resolution
073561	Unreasonable offer of less accommodation	Advice Given - Other/General
073581	Unreasonable categorisation for allocation of housing	Advice Given - Referred to Agency
073584	Failure to provide adequate maintenance service	Preliminary Investigation - Not Sustained - Explanation Given
073617	Failure to act on complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
073620	Failure to provide accommodation	Advice Given - Other/General
073631	Excessively high rent	Preliminary Investigation - Partly Resolved in Favour of Complainant
073655	Unreasonable denial of information	Preliminary Investigation - Reasonable Resolution
073660	Unreasonable decision to evict	Preliminary Investigation - Not Sustained - Explanation Given
073666	Unreasonable refusal to provide compensation	Advice Given - Other/General
073670	Lack of assistance regarding disruptive tenant	Preliminary Investigation - Partly Resolved in Favour of Complainant
073679	Excessively high rent	Advice Given - Referred to Agency
073692	Unreasonable response to complaint regarding neighbour	Preliminary Investigation - Reasonable Resolution
073701	Failure to provide detailed statement	Preliminary Investigation - Not Sustained
073733	Unreasonable delay in responding to complaint	Preliminary Investigation - Reasonable Resolution
073735	Unfair requirement to pay arrears	Advice Given - Referred to Agency
073759	Unreasonable refusal to allow son to take over lease	Advice Given - Other/General
073761	Unreasonable refusal to provide a category one rating	Declined - Refused to Investigate
073762	Unreasonable investigation of tenant	Declined - Alternate Remedy
073764	Failure to respond to issue with disruptive tenant	Preliminary Investigation - Not Sustained - Explanation Given
073765	Unreasonable delay in the allocation of housing	Preliminary Investigation - Not Sustained - Explanation Given
073789	Unreasonable delay in providing maintenance	Preliminary Investigation - Reasonable Resolution
073791	Unreasonable decision regarding bond assistance	Advice Given - Referred to Agency
073798	Unreasonable behaviour of neighbour	Advice Given - Referred to Agency
073820	Unreasonable refusal to authorise refund of security bond	Preliminary Investigation - Not Sustained - Explanation Given
073836	Alleged inappropriate treatment by staff member	Declined - Alternate Remedy
073858	Unreasonable delay in processing application for maintenance	Advice Given - Referred to Agency
073875	Unreasonable management of rent calculations	Preliminary Investigation - Not Sustained - Explanation Given
073911	Unreasonable suspension of employment	Advice Given - Referred to Agency
073952	Unreasonable delay in addressing complaint	Advice Given - Referred to Agency
073959	Unreasonable delay in attending to maintenance issue	Preliminary Investigation - Not Sustained - Explanation Given
073980	Unreasonable denial of transfer	Preliminary Investigation - Not Sustained - Explanation Given
073990	Unreasonable refusal to grant assistance	Preliminary Investigation - Not Sustained - Explanation Given
074003	Unreasonable delay in replacing fence	Preliminary Investigation - Not Sustained - Explanation Given
074022	Unreasonable delay in providing housing	Advice Given - Referred to Agency
074038	Alleged failure to act on request for maintenance	Preliminary Investigation - Reasonable Resolution
074039	Refusal to accept claim for damage	Preliminary Investigation - Not Sustained - Explanation Given
074067	Lack of assistance regarding disruptive tenant	Advice Given - Referred to Agency
074076	Unreasonable delay in replacing stove	Preliminary Investigation - Reasonable Resolution
074100	Lack of assistance regarding disruptive tenant	Advice Given - Referred to Agency
074109	Unreasonable decision	Advice Given - Referred to Agency
074111	Lack of assistance regarding disruptive tenant	Preliminary Investigation - Not Sustained - Explanation Given
074145	Unreasonable policy	Advice Given - Other/General
074176	Unreasonable delay to investigate complaint	Declined - Refused to Investigate
074178	Inappropriate management of complaint	Advice Given - Other/General
074188	Disputed rental arrears	Outside of Jurisdiction
074191	Unreasonable action taken	Advice Given - Referred to Agency
074195	Unreasonable delay in responding to correspondence	Preliminary Investigation - Not Sustained - Explanation Given
074220	Unreasonable delay in providing additional accommodation	Preliminary Investigation - Reasonable Resolution
074256	Unreasonable treatment by staff	Advice Given - Other/General
074263	Unreasonable decision to increase rent	Withdrawn by Complainant
074267	Alleged misleading and incorrect advice	Withdrawn by Complainant
074272	Unreasonable termination of tenancy	Advice Given - Other/General
074280	Unreasonable investigation into troublesome neighbour	Preliminary Investigation - Not Sustained - Explanation Given
074300	Unreasonable delay in providing maintenance to property	Preliminary Investigation - Reasonable Resolution
074304	Alleged inadequate handling of complaints	Preliminary Investigation - Not Sustained - Explanation Given
074310	Unreasonable delay in attending to maintenance issue	Preliminary Investigation - Partly Resolved in Favour of Complainant
074356	Unreasonable delay in dealing with disruptive tenant	Preliminary Investigation - Reasonable Resolution
074358	Unreasonable delay in providing housing	Advice Given - Referred to Agency

074380	Unreasonable delay in allocating house	Advice Given - Referred to Agency
074405	Inaccurate records	Preliminary Investigation - Reasonable Resolution
074425	Unreasonable assistance regarding disruptive tenants	Preliminary Investigation - Reasonable Resolution
074427	Unreasonable delay in processing transfer	Preliminary Investigation - Reasonable Resolution
074454	Unreasonable service provided	Preliminary Investigation - Reasonable Resolution
074481	Unreasonable handling of application	Advice Given - Referred to Agency
074486	Unreasonable delay in providing maintenance	Preliminary Investigation - Reasonable Resolution
074505	Unreasonable delay in finding accommodation	Preliminary Investigation - Not Sustained - Explanation Given
074516	Unreasonable refusal to compensate for damage	Preliminary Investigation - Not Sustained - Explanation Given
074547	Unreasonable delay in repairing fence	Preliminary Investigation - Reasonable Resolution
074563	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained - Explanation Given
074566	Unreasonable delay in providing repairs	Preliminary Investigation - Not Sustained - Explanation Given
074589	Unreasonable refusal to assist	Preliminary Investigation - Not Sustained - Explanation Given
074630	Alleged lack of action due to loss of paperwork	Preliminary Investigation - Reasonable Resolution
074632	Unfair decision regarding rent allowed to charge	Advice Given - Referred to Agency
074654	Failure to provide maintenance assistance	Preliminary Investigation - Partly Resolved in Favour of Complainant
074670	Unreasonable delay in transfer	Advice Given - Referred to Agency
074675	Unreasonable delay in transfer	Preliminary Investigation - Reasonable Resolution
074700	Unreasonable failure to attend to maintenance issues	Preliminary Investigation - Reasonable Resolution
074706	Failure to process application for housing	Advice Given - Referred to Agency
074720	Unreasonable refusal to rent vacant housing	Advice Given - Referred to Agency
074724	Unreasonable delay in attending to maintenance issue	Advice Given - Referred to Agency
074734	Unreasonable rent increase	Advice Given - Referred to Agency
074739	Unreasonable delay in attending to maintenance issue	Advice Given - Referred to Agency
074756	Unreasonable transfer option	Advice Given - Referred to Agency
074783	Lack of assistance regarding disruptive tenants	Advice Given - Other/General
074793	Unreasonable actions by staff	Preliminary Investigation - Not Sustained
074827	Unreasonable delay in attending to maintenance issues	Advice Given - Referred to Agency
074846	Unreasonable refusal to remove order	Advice Given - Other/General
074871	Unreasonable decision to terminate tenancy	Advice Given - Other/General
074887	Unreasonable refusal to pay compensation	Advice Given - Other/General
074894	Unreasonable decision regarding transfer	Advice Given - Referred to Agency
074906	Alleged refusal to provide adequate maintenance of property	Preliminary Investigation - Reasonable Resolution
074907	Unreasonable delay in providing service	Preliminary Investigation - Not Sustained - Explanation Given
074908	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained - Explanation Given
074996	Excessive gas bill due to damaged pipes	Advice Given - Referred to Agency
075004	Unreasonable request for information	Advice Given - Referred to Agency
075023	Unreasonable management of transfer application	Advice Given - Referred to Agency
075074	Alleged lack of assistance	Preliminary Investigation - Not Sustained - Explanation Given
075102	Unreasonable delay in transfer	Preliminary Investigation - Not Sustained - Explanation Given
075103	Unreasonable decision to transfer	Preliminary Investigation - Not Sustained
075144	Unreasonable delay in finding appropriate accommodation	Preliminary Investigation - Not Sustained - Explanation Given
075148	Unreasonable account for repairs	Preliminary Investigation - Not Sustained - Explanation Given
075180	Unreasonable refusal to transfer	Preliminary Investigation - Not Sustained - Explanation Given
075188	Unreasonable delay in providing maintenance	Preliminary Investigation - Reasonable Resolution
075215	Unreasonable delay in placement	Advice Given - Referred to Agency
075220	Unreasonable lack of action	Preliminary Investigation - Partly Resolved in Favour of Complainant
075225	Unreasonable lack of action	Preliminary Investigation - Reasonable Resolution
075226	Unreasonable delay in transfer	Preliminary Investigation - Not Sustained - Explanation Given
075227	Unreasonable maintenance issue	Preliminary Investigation - Not Sustained - Explanation Given
075258	Unreasonable transfer of tenancy	Preliminary Investigation - Reasonable Resolution
075303	Alleged unfair treatment and abuse by an officer	Advice Given - Other/General
075314	Unreasonable management of problem neighbour	Advice Given - Referred to Agency
075317	Unreasonable decision not to transfer	Advice Given - Referred to Agency
075348	Failure to investigate complaints against neighbour	Advice Given - Referred to Agency
075356	Unreasonable fees	Advice Given - Referred to Agency
075361	Unreasonable delay in repairing water pipes	Preliminary Investigation - Reasonable Resolution
075381	Unreasonable refusal to supply fence	Preliminary Investigation - Not Sustained
075410	Unreasonable refusal to provide adequate facilities	Preliminary Investigation - Reasonable Resolution
075435	Unreasonable refusal to approve transfer	Advice Given - Referred to Agency
075443	Unreasonable delay in finding housing	Preliminary Investigation - Partly Resolved in Favour of Complainant
075454	Unreasonable refusal to pay for maintenance	Advice Given - Referred to Agency
075472	Unreasonable failure to resolve complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
075478	Unreasonable lack of notification	Preliminary Investigation - Reasonable Resolution
075479	Unreasonable action	Advice Given - Other/General
075497	Alleged lack of assistance	Advice Given - Other/General
075500	Unreasonable decision to access private information	Preliminary Investigation - Reasonable Resolution
075512	Unreasonable refusal to contribute towards maintenance	Advice Given - Referred to Agency
075557	Lack of assistance regarding disruptive tenants	Preliminary Investigation - Not Sustained - Explanation Given
075559	Lack of information regarding transfer	Advice Given - Referred to Agency
075565	Unreasonable refusal to provide lawn	Preliminary Investigation - Not Sustained - Explanation Given
075577	Unreasonable investigation into problem neighbours	Advice Given - Referred to Agency
075583	Alleged incorrect records	Advice Given - Referred to Agency
075598	Excessively high rent	Preliminary Investigation - Not Sustained - Explanation Given
075605	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained - Explanation Given
075607	Failure to permit removal of goods	Preliminary Investigation - Reasonable Resolution
075611	Failure to act on complaint regarding disruptive neighbour	Preliminary Investigation - Not Sustained - Explanation Given
075618	Inappropriate behaviour by staff	Advice Given - Referred to Agency
075629	Unreasonable increase in rent	Preliminary Investigation - Partly Resolved in Favour of Complainant
075655	Unreasonable decision to introduce shared water meter policy	Advice Given - Referred to Agency
075656	Unreasonable decision to introduce shared water meter policy	Advice Given - Referred to Agency
075657	Unreasonable decision to introduce shared water meter policy	Advice Given - Referred to Agency
075664	Information conveyed in an inappropriate manner	Advice Given - Referred to Agency
075672	Lack of action on disruptive neighbour	Preliminary Investigation - Not Sustained - Explanation Given
075688	Unreasonable delay in finding appropriate accommodation	Preliminary Investigation - Not Sustained
075724	Unreasonable method of charging for water usage	Preliminary Investigation - Not Sustained - Explanation Given
075757	Unreasonable refusal to provide rainwater tank	Preliminary Investigation - Not Sustained - Explanation Given
075777	Unreasonable process of application	Advice Given - Other/General
075786	Unreasonable maintenance provided	Advice Given - Referred to Agency
075809	Lack of assistance in regards to maintenance issues	Preliminary Investigation - Reasonable Resolution

075822	Unreasonable delay in reimbursement	Preliminary Investigation - Reasonable Resolution
075843	Unreasonable refusal to pay rent in arrears	Advice Given - Referred to Agency
075844	Unreasonable requirement to share meter account	Advice Given - Other/General
075847	Unreasonable increase in rent	Preliminary Investigation - Not Sustained - Explanation Given
075898	Unreasonable occupancy classification	Advice Given - Referred to Agency
075926	Failure to provide requested information	Preliminary Investigation - Reasonable Resolution
075931	Unreasonable request to pay for maintenance	Preliminary Investigation - Not Sustained - Explanation Given
075948	Unsatisfactory delay in providing housing	Advice Given - Referred to Agency
075963	Unreasonable delay in maintenance	Preliminary Investigation - Partly Resolved in Favour of Complainant
076007	Unreasonable handling of requests/complaints	Advice Given - Referred to Agency
076015	Unreasonable lack of heating facilities	Advice Given - Referred to Agency
076018	Unreasonable requirement to tidy yard	Advice Given - Referred to Agency
076021	Unreasonable condition of residence	Advice Given - Referred to Agency
076063	Unreasonable refusal to maintain conditions	Advice Given - Referred to Agency
076095	Unreasonable refusal to maintain heater	Preliminary Investigation - Not Sustained - Explanation Given
076109	Unreasonable allocation of housing	Advice Given - Referred to Agency
SA Water Corporation		
072449	Unreasonable refusal to compensate for damage	Preliminary Investigation - Partly Resolved in Favour of Complainant
072917	Unreasonable refusal to proceed with offer to install sewer	Preliminary Investigation - Not Sustained - Explanation Given
073101	Unreasonable refusal of leakage allowance	Preliminary Investigation - Not Sustained
073180	Unreasonable charge	Advice Given - Referred to Agency
073224	Unreasonable decision to double levy	Advice Given - Referred to Agency
073240	Unreasonable requirement to pay for stolen water meter	Advice Given - Referred to Agency
073242	Alleged inaccurate water bill	Preliminary Investigation - Not Sustained - Explanation Given
073244	Unreasonable refusal of leakage allowance	Preliminary Investigation - Reasonable Resolution
073279	Unreasonable charge	Advice Given - Referred to Agency
073365	Unreasonable refusal of rebate	Advice Given - Other/General
073367	Excessive account	Preliminary Investigation - Partly Resolved in Favour of Complainant
073371	Unreasonable decision to impose charges for infrastructure installation	Preliminary Investigation - Not Sustained - Explanation Given
073411	Unreasonable delay in processing application	Advice Given - Referred to Agency
073433	Unreasonable charge for supply of water	Advice Given - Other/General
073435	Unreasonable refusal to compensate for faulty meter	Preliminary Investigation - Not Sustained - Explanation Given
073505	Unreasonable method of calculation	Preliminary Investigation - Reasonable Resolution
073527	Unreasonable refusal to grant pensioner concession	Advice Given - Referred to Agency
073562	Failure to correct fault in pipeline in a timely manner	Advice Given - Referred to Agency
073575	Unreasonably high account	Advice Given - Referred to Agency
073578	Unreasonable imposition of quarterly service charge	Advice Given - Other/General
073698	Excessively high fee	Advice Given - Referred to Agency
073704	Unreasonable request to make payment	Advice Given - Other/General
073742	Alleged delay in providing maintenance to sewer	Advice Given - Referred to Agency
073755	Unreasonable administrative decision	Preliminary Investigation - Not Sustained - Explanation Given
073756	Unreasonable imposition of charge	Preliminary Investigation - Not Sustained - Explanation Given
073931	Alleged misleading information regarding rainwater rebate scheme	Advice Given - Referred to Agency
073934	Unreasonable charge on property	Advice Given - Other/General
074023	Unreasonable charge	Advice Given - Referred to Agency
074102	Disputed account	Advice Given - Referred to Agency
074108	Unreasonable water charge	Advice Given - Referred to Agency
074152	Unreasonable lack of access to water meter	Preliminary Investigation - Not Sustained - Explanation Given
074162	Disputed account	Advice Given - Referred to Agency
074177	Disputed account	Advice Given - Other/General
074192	Unreasonable requirement to pay for damaged water meter	Advice Given - Referred to Agency
074259	Unreasonable excess water charge	Preliminary Investigation - Not Sustained - Explanation Given
074284	Unreasonable charge for water consumption	Preliminary Investigation - Reasonable Resolution
074326	Unreasonable denial of reimbursement	Preliminary Investigation - Not Sustained - Explanation Given
074334	Unreasonable distance to water meter	Advice Given - Referred to Agency
074359	Unreasonable explanation of high water account	Advice Given - Referred to Agency
074364	Unreasonable investigation into stolen meter	Preliminary Investigation - Not Sustained - Explanation Given
074368	Alleged administrative error resulting in financial loss	Preliminary Investigation - Partly Resolved in Favour of Complainant
074382	Unreasonable delay in moving water meter	Preliminary Investigation - Reasonable Resolution
074482	Inadequate explanation of decision	Advice Given - Referred to Agency
074488	Unreasonable change in amount owed	Advice Given - Referred to Agency
074568	Unreasonable requirement to pay	Advice Given - Referred to Agency
074613	Unreasonable decision to cease concession	Preliminary Investigation - Not Sustained - Explanation Given
074688	Unreasonable financial demand	Preliminary Investigation - Not Sustained - Explanation Given
074689	Unreasonable financial demand	Preliminary Investigation - Not Sustained - Explanation Given
074716	Failure to install correct meter	Advice Given - Referred to Agency
074730	Unreasonable demand for payment of water usage	Advice Given - Referred to Agency
074776	Misleading information	Advice Given - Referred to Agency
074834	Unreasonable refusal of permit	Advice Given - Referred to Agency
074862	Unreasonable decision to refuse application	Advice Given - Referred to Agency
074891	Unreasonable charging of fees	Advice Given - Referred to Agency
074897	Unreasonable delay in providing rebate	Advice Given - Referred to Agency
074919	Disputed charge for damage caused to water meter	Preliminary Investigation - Not Sustained - Explanation Given
074920	Unreasonable delay in connecting water	Preliminary Investigation - Reasonable Resolution
075036	Unreasonable delay in providing information	Preliminary Investigation - Not Sustained - Explanation Given
075039	Unreasonable decision and lack of consultation	Advice Given - Referred to Agency
075087	Unreasonable requirement to pay account	Advice Given - Other/General
075143	Unreasonably high account	Preliminary Investigation - Partly Resolved in Favour of Complainant
075191	Unreasonable permit approval	Preliminary Investigation - Not Sustained - Explanation Given
075200	Unreasonable conditions regarding mains connection	Advice Given - Other/General
075203	Unreasonable charge for sewer connection	Preliminary Investigation - Not Sustained - Explanation Given
075229	Unreasonable charge for removal of water meter	Preliminary Investigation - Reasonable Resolution
075252	Unreasonable water account	Advice Given - Referred to Agency
075263	Unreasonable estimation of water consumption	Preliminary Investigation - Partly Resolved in Favour of Complainant
075265	Unreasonable corporate management response	Advice Given - Other/General
075274	Unfair charge for water	Preliminary Investigation - Reasonable Resolution
075336	Unreasonable delay in application process	Preliminary Investigation - Not Sustained - Explanation Given
075337	Excessive account	Preliminary Investigation - Partly Resolved in Favour of Complainant
075387	Unreasonable decision to charge for water	Preliminary Investigation - Partly Resolved in Favour of Complainant

075390	Unreasonable decision to replace water meter	Preliminary Investigation - Reasonable Resolution
075402	Unreasonable water account	Withdrawn by Complainant
075516	Unreasonable requirement to pay for excess water	Preliminary Investigation - Not Sustained - Explanation Given
075530	Unreasonable lack of action	Preliminary Investigation - Partly Resolved in Favour of Complainant
075532	Inadequate water allocation on licence	Advice Given - Referred to Agency
075543	Unauthorised entry to property	Advice Given - Other/General
075550	Unreasonable estimated water account	Advice Given - Referred to Agency
075553	Unreasonable account	Preliminary Investigation - Reasonable Resolution
075569	Unreasonable estimation of account	Advice Given - Referred to Agency
075610	Excessively high water account	Preliminary Investigation - Not Sustained - Explanation Given
075691	Unreasonable decision to charge for damaged meter	Preliminary Investigation - Reasonable Resolution
075692	Unreasonable charge to move water meter	Advice Given - Referred to Agency
075697	Unreasonably high water account	Advice Given - Referred to Agency
075778	Unreasonable charge to move water meter	Preliminary Investigation - Not Sustained - Explanation Given
075848	Unreasonable debt incurred through error	Preliminary Investigation - Not Sustained - Explanation Given
075859	Unreasonable decision to enforce payment for water connection	Advice Given - Referred to Agency
075865	Alleged failure to remove pest plants	Declined - Alternate Remedy
075921	Unreasonable account	Preliminary Investigation - Not Sustained - Explanation Given
075957	Unreasonable explanation of high account	Advice Given - Referred to Agency
075965	Unreasonable requirement to pay	Preliminary Investigation - Reasonable Resolution
075967	Refusal to apply concession to water account	Preliminary Investigation - Not Sustained - Explanation Given
076093	Unreasonable decision to pay for repairs	Preliminary Investigation - Not Sustained - Explanation Given
076103	Unreasonable requirement to pay levy twice	Preliminary Investigation - Not Sustained - Explanation Given
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State Electoral Office		
075145	Alleged lack of action	Preliminary Investigation - Not Sustained - Explanation Given

Local Government Council
Complaints finalised
From 1 July 2007 to 30 June 2008

Agency	Alternate Remedy	Not Sustained	Not Sustained - Explanation Given	Other/General	Outside of Jurisdiction	Partly Resolved in Favour of Complainant	Reasonable Resolution	Referred to Agency	Refused to Investigate	Withdrawn by Complainant	Total
Adelaide Hills Council			4	3		1	2	6			16
Alexandrina Council			3			1	2	5			11
Berri Barmera Council			2	1		1	2	2			8
City of Adelaide		1	11	10			5	9	2		38
City of Burnside			2	7			3	1			13
City of Charles Sturt			12	4		6	1	14	2	1	40
City of Holdfast Bay			4	5	1	1	1	4			16
City of Mitcham			6	2			1	4		1	14
City of Mount Gambier				3							3
City of Norwood, Payneham & St Peters			3	2		1	3	3			12
City of Onkaparinga	1	1	11	2		3	8	16	1	1	44
City of Playford			5	2		3	5	6			21
City of Port Adelaide Enfield			6	2		2	1	10	1	1	23
City of Port Lincoln			1					3			4
City of Prospect							1				1
City of Salisbury		4	10	3		3	1	10		1	32
City of Tea Tree Gully	1		6	4		3	2	7	1	2	26
City of West Torrens			6	1				7	1		15
Clare and Gilbert Valleys Council			1	1				2	1		5
Corporation of the City of Campbelltown	1		3	2		1		3			10
Corporation of the City of Marion	2	1	6	2	1	4	1	8			25
Corporation of the City of Unley	1		2	1			1	3			8
Corporation of the City of Whyalla			3	1		1		3			8
Corporation of the Town of Gawler		1	1	1				2	1		6
Council of Roxby Downs				1							1
District Council of Barunga West								1			1
District Council of Ceduna								1			1
District Council of Coorong							1				1
District Council of Grant			1			1	3	2		1	8
District Council of Lower Eyre Peninsula				1				2			3
District Council of Loxton Waikerie		1	1	1				1			4
District Council of Mallala			1	1	1		1	4		1	9
District Council of Mount Barker	1	1	3	1	1		1	4			12
District Council of Mount Remarkable				1				1		2	4
District Council of Orroroo/Carrieton			1								1
District Council of Peterborough		1	1	1	1			4			8
District Council of Renmark Paringa								2			2
District Council of Robe			2	1		1	1			1	6
District Council of Streaky Bay		1				1					2
District Council of Tatiara			1					2			3
District Council of the Copper Coast			2	1				5			8
District Council of Tumby Bay				1			1	2			4
District Council of Yankalilla		2	2	1				4			9
District Council of Yorke Peninsula			2	1				1			4
Kangaroo Island Council						1		3	1		5
Kingston District Council				1							1
Light Regional Council			1	1				8			10
Mid Murray Council		1	1	1				5			8
Naracoorte Lucindale Council			1	2				1			4
Northern Areas Council				2		1		1			4
Port Augusta City Council			3		1			1			5
Port Pirie Regional Council			2	2			1	6			11
Regional Council of Goyder	1		2	1			1	1	1		7
Rural City of Murray Bridge			1	2				3			6
Southern Mallee District Council			1								1
The Barossa Council			3	1			1	4	1		10
The Flinders Ranges Council			1	1							2
Victor Harbor City Council			3	4		1	1	1			10
Wakefield Regional Council			2					5			7
Wattle Range Council			4			1		1			6
Total	8	15	150	89	6	38	52	204	13	12	587

Local Government Councils
Complaints finalised
From 1 July 2007 to 30 June 2008

Adelaide Hills Council

072073	Unreasonable use of waste transfer station	Preliminary Investigation - Not Sustained - Explanation Given
072965	Unreasonable decision to approve construction of shed	Preliminary Investigation - Not Sustained - Explanation Given
073310	Unreasonable management of development application	Advice Given - Other/General
073396	Unreasonable decision to charge fee for payment on credit card	Preliminary Investigation - Not Sustained - Explanation Given
073479	Unreasonable delay in planning approval process	Preliminary Investigation - Partly Resolved in Favour of Complainant
073807	Unreasonable action taken regarding development application	Advice Given - Other/General
073861	Unreasonable lack of assistance regarding noise complaint	Advice Given - Referred to Agency
074217	Unreasonable delay in processing application	Preliminary Investigation - Reasonable Resolution
074462	Unreasonable handling of development issues	Preliminary Investigation - Not Sustained - Explanation Given
074869	Alleged failure to respond	Preliminary Investigation - Reasonable Resolution
074895	Unreasonable delay/refusal to approve	Advice Given - Other/General
075619	Unreasonable decision to inspect site	Advice Given - Referred to Agency
075894	Unreasonable requirement to pay rates on vacant block	Advice Given - Referred to Agency
075947	Unreasonable management of planning application	Advice Given - Referred to Agency
075961	Unreasonable delay in installing common effluent system	Advice Given - Referred to Agency
076029	Inadequate response to complaint	Advice Given - Referred to Agency

Alexandrina Council

072946	Failure to respond to correspondence	Preliminary Investigation - Partly Resolved in Favour of Complainant
072947	Alleged flawed process in creating PAR	Preliminary Investigation - Not Sustained - Explanation Given
073377	Failure to upgrade access road	Advice Given - Referred to Agency
073564	Unreasonable refusal to waive penalty charge	Preliminary Investigation - Not Sustained - Explanation Given
073606	Failure to take adequate action regarding barking dogs	Preliminary Investigation - Not Sustained - Explanation Given
074968	Unreasonable refusal to provide information	Preliminary Investigation - Reasonable Resolution
075108	Unreasonable management of road	Advice Given - Referred to Agency
075437	Re-occurrence of prior issue	Advice Given - Referred to Agency
075542	Failure to provide information regarding planning decision	Advice Given - Referred to Agency
075858	Alleged lack of information in regards to rates owing	Preliminary Investigation - Reasonable Resolution
076011	Unreasonable management of development	Advice Given - Referred to Agency

Berri Barmera Council

072346	Unreasonable delay in responding to letter	Preliminary Investigation - Not Sustained - Explanation Given
073946	Unreasonable delay in placement of street sign	Preliminary Investigation - Not Sustained - Explanation Given
074165	Unreasonable decision to approve closure of lake	Advice Given - Other/General
074476	Unreasonable attitude	Advice Given - Referred to Agency
075250	Unreasonable requirement to establish an easement	Preliminary Investigation - Reasonable Resolution
075301	Unreasonable delay in dealing with barking dog complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
075432	Unreasonable refusal to investigate complaint	Preliminary Investigation - Reasonable Resolution
075456	Unreasonable road maintenance	Advice Given - Referred to Agency

City of Adelaide

072434	Unreasonable assessment of development application	Preliminary Investigation - Not Sustained - Explanation Given
072839	Unreasonable refusal to remove tree	Preliminary Investigation - Not Sustained - Explanation Given
073085	Unreasonable delay in repairing street lighting	Declined - Refused to Investigate
073094	Unreasonable refusal to investigate complaint	Preliminary Investigation - Reasonable Resolution
073141	Unreasonable imposition of parking fines	Advice Given - Other/General
073196	Unreasonable imposition of fee for late payment	Advice Given - Other/General
073217	Unreasonable parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
073313	Unreasonable delay in processing development application	Advice Given - Referred to Agency
073500	Failure to send expiation notice to correct address	Preliminary Investigation - Reasonable Resolution
073551	Unreasonable decision to impose fee for late payment of fine	Advice Given - Other/General
073559	Unreasonable refusal to waive infringement notice	Preliminary Investigation - Not Sustained - Explanation Given
073563	Alleged inability to pay parking infringement	Advice Given - Referred to Agency
073635	Unreasonable refusal to waive parking fine	Preliminary Investigation - Reasonable Resolution
073773	Unreasonable creation of monopoly regarding a supplier	Preliminary Investigation - Not Sustained
073873	Unreasonable parking infringement	Advice Given - Other/General
073933	Unreasonable approval	Preliminary Investigation - Not Sustained - Explanation Given
074011	Unreasonable disclosure of personal information	Preliminary Investigation - Not Sustained - Explanation Given
074121	Unreasonable delay in responding to complaint	Advice Given - Referred to Agency
074291	Unreasonable revocation of street trading licence	Preliminary Investigation - Not Sustained - Explanation Given
074387	Unreasonable parking fine	Advice Given - Other/General
074423	Unreasonable parking fine	Advice Given - Other/General
074480	Unreasonable parking infringement notice	Advice Given - Other/General
074726	Unreasonable processing of planning application	Advice Given - Referred to Agency
074764	Unreasonable parking infringement	Advice Given - Other/General
074816	Unreasonable policy regarding fees	Advice Given - Referred to Agency
074818	Incorrect issue of expiation notices	Advice Given - Referred to Agency
074824	Unreasonable approval of development application	Advice Given - Referred to Agency
074874	Unreasonable refusal to review expiation notice	Advice Given - Other/General
075273	Unreasonable handling of lease	Declined - Refused to Investigate
075306	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
075316	Unreasonable decision not to compensate for damages	Advice Given - Other/General
075364	Unreasonable parking fine	Preliminary Investigation - Reasonable Resolution
075651	Unreasonable refusal to provide parking permit	Preliminary Investigation - Reasonable Resolution
075700	Alleged failure to adhere to purchasing policy	Preliminary Investigation - Not Sustained - Explanation Given
075913	Unreasonable parking infringement	Advice Given - Referred to Agency
075950	Unreasonable refusal to waive parking fine	Preliminary Investigation - Not Sustained - Explanation Given
076008	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
076098	Unreasonable decision regarding parking fine	Advice Given - Referred to Agency

City of Burnside

071782	Unreasonable decision to allow property access across reserve	Preliminary Investigation - Reasonable Resolution
073158	Unreasonable approval of development	Preliminary Investigation - Not Sustained - Explanation Given
073235	Unreasonable decision to approve development	Preliminary Investigation - Reasonable Resolution
073530	Unreasonable handling of development application	Preliminary Investigation - Not Sustained - Explanation Given

073826	Unreasonable restriction on development	Advice Given - Other/General
074530	Refusal to allow outdoor seating	Advice Given - Other/General
074882	Failure to provide full details	Advice Given - Other/General
075106	Unreasonable building approval	Advice Given - Other/General
075243	Unreasonable behaviour of staff member	Advice Given - Other/General
075280	Unreasonable delay in handling application	Advice Given - Other/General
075661	Inadequate development application process	Advice Given - Other/General
075789	Unreasonable development approval	Advice Given - Referred to Agency
075911	Refusal to respond to telephone calls	Preliminary Investigation - Reasonable Resolution
City of Charles Sturt		
072563	Unreasonable threats and intimidation	Advice Given - Referred to Agency
072873	Unreasonable parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
073103	Refusal to approve claim for damage caused by trees	Advice Given - Other/General
073194	Unreasonable delay in repair of footpath	Preliminary Investigation - Partly Resolved in Favour of Complainant
073239	Unreasonable parking infringement	Advice Given - Referred to Agency
073315	Excessively high rates	Advice Given - Referred to Agency
073408	Disputed development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
073555	Unreasonable monitoring of development conditions	Preliminary Investigation - Not Sustained - Explanation Given
073633	Unreasonable allegations regarding breach of development approval	Preliminary Investigation - Partly Resolved in Favour of Complainant
073676	Unreasonable decision to destroy dogs	Preliminary Investigation - Not Sustained - Explanation Given
073878	Unreasonable expiation notice	Preliminary Investigation - Not Sustained - Explanation Given
073901	Unreasonable infringement notice	Preliminary Investigation - Not Sustained - Explanation Given
073950	Unreasonable delay in responding to written complaint	Preliminary Investigation - Reasonable Resolution
074008	Unreasonable requirement to lodge application for signage	Advice Given - Referred to Agency
074033	Unreasonable refusal to remove tree	Advice Given - Referred to Agency
074172	Unreasonable requirement to pay bond for park	Advice Given - Referred to Agency
074180	Unreasonable decision to remove parking signs	Advice Given - Referred to Agency
074222	Unreasonable refusal to provide information	Advice Given - Other/General
074324	Alleged failure to monitor compliance	Preliminary Investigation - Not Sustained - Explanation Given
074336	Unreasonable parking fine	Advice Given - Referred to Agency
074357	Alleged lack of consultation regarding local traffic management device	Declined - Refused to Investigate
074434	Failure to take appropriate action regarding complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
074483	Unreasonable failure to approve application	Advice Given - Referred to Agency
074527	Failure to provide reasonable explanation and apology	Preliminary Investigation - Partly Resolved in Favour of Complainant
074572	Unreasonable decision to commercialise site	Advice Given - Other/General
074765	Unreasonable refusal to grant extension	Preliminary Investigation - Not Sustained - Explanation Given
074798	Unreasonable decision to remove tree	Advice Given - Other/General
074804	Unreasonable delay in finalising decision	Advice Given - Referred to Agency
075161	Alleged failure to adhere to resolution	Preliminary Investigation - Not Sustained - Explanation Given
075212	Unreasonable handling of complaint	Advice Given - Referred to Agency
075309	Unreasonable administrative decision	Withdrawn by Complainant
075357	Unreasonable management of planning application	Advice Given - Referred to Agency
075360	Unreasonable parking fine	Advice Given - Referred to Agency
075393	Unreasonable imposition of late fee	Preliminary Investigation - Partly Resolved in Favour of Complainant
075431	Unreasonable conditions of development application	Advice Given - Referred to Agency
075519	Unreasonable handling of land management issue	Preliminary Investigation - Not Sustained - Explanation Given
075609	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
075632	Unreasonable exclusion of property from Community Land status	Declined - Refused to Investigate
075717	Unreasonable conditions of enforcement order	Preliminary Investigation - Not Sustained - Explanation Given
075725	Alleged failure to consider objection to parking restriction	Preliminary Investigation - Not Sustained - Explanation Given
City of Holdfast Bay		
069845	Unreasonable decision to rescind consent	Full Investigation - Partly Resolved in Favour of Complainant
071203	Unreasonable management of dog complaint	Preliminary Investigation - Not Sustained - Explanation Given
071600	Failure to act regarding dog complaint	Advice Given - Other/General
073015	Unreasonable refusal to adjust street lighting	Preliminary Investigation - Not Sustained - Explanation Given
073043	Unreasonable rates fine	Preliminary Investigation - Not Sustained - Explanation Given
073068	Unreasonable planning decision	Advice Given - Other/General
073091	Lack of response to inappropriate action	Advice Given - Referred to Agency
073362	Unreasonable impounding of car	Advice Given - Referred to Agency
074722	Unreasonable application of late fee	Advice Given - Referred to Agency
074774	Unreasonable decision	Outside of Jurisdiction
074814	Unreasonable management of lease arrangements	Advice Given - Other/General
074840	Unreasonable use of confidentiality provisions	Preliminary Investigation - Reasonable Resolution
074921	Unreasonable refusal to review expiation notice	Advice Given - Other/General
074957	Failure to act on non-compliance of licence	Advice Given - Referred to Agency
075681	Unreasonable parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
075999	Unreasonable parking infringement	Advice Given - Other/General
City of Mitcham		
069296	Alleged failure to act regarding dangerous roundabout	Preliminary Investigation - Not Sustained - Explanation Given
072426	Unreasonable process used to revoke community land classification	Preliminary Investigation - Not Sustained - Explanation Given
072453	Unreasonable approval of subdivision	Preliminary Investigation - Not Sustained - Explanation Given
073496	Incorrect information supplied regarding impound fee	Withdrawn by Complainant
073705	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
073713	Unreasonable refusal to replace fence	Preliminary Investigation - Not Sustained - Explanation Given
073895	Unreasonable approval of development application	Advice Given - Other/General
074131	Unreasonable refusal to investigate complaint	Preliminary Investigation - Reasonable Resolution
074139	Unreasonable decision not to adhere to policy	Advice Given - Referred to Agency
074296	Unreasonable decision to approve neighbour's home activity	Advice Given - Referred to Agency
074713	Failure to respond to complaint	Advice Given - Referred to Agency
074902	Lack of action in regards to dog complaint	Preliminary Investigation - Not Sustained - Explanation Given
075722	Unreasonable action regarding noise complaint	Advice Given - Referred to Agency
075998	Unreasonable application of late registration fee	Advice Given - Other/General
City of Mount Gambier		
073036	Lack of information provided in regards to road changes	Advice Given - Other/General
073975	Unreasonable dog order	Advice Given - Other/General
074224	Unreasonable refusal to approve recycling site	Advice Given - Other/General

City of Norwood, Payneham & St Peters		
071999	Incorrect processing of planning application	Preliminary Investigation - Reasonable Resolution
073070	Unreasonable process of planning application	Advice Given - Other/General
073428	Unreasonable decision to approve development	Advice Given - Other/General
073455	Unreasonable decision to deny compensation for vehicle damage	Preliminary Investigation - Not Sustained - Explanation Given
073546	Unfair refusal of access to development plans	Advice Given - Referred to Agency
074028	Refusal to clear debris from verge	Preliminary Investigation - Partly Resolved in Favour of Complainant
074254	Unreasonable permit fee	Preliminary Investigation - Reasonable Resolution
074412	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
074595	Unreasonable parking fine	Preliminary Investigation - Reasonable Resolution
075109	Unreasonable planning requirement	Advice Given - Referred to Agency
075123	Unreasonable investigation of complaint	Advice Given - Referred to Agency
075403	Unreasonable decision to change development	Preliminary Investigation - Not Sustained - Explanation Given
City of Onkaparinga		
064710	Unreasonable failure to consult public	Full Investigation - Reasonable Resolution
071314	Unreasonable management of planning application	Preliminary Investigation - Partly Resolved in Favour of Complainant
071467	Unreasonable refusal to meet to discuss concerns	Preliminary Investigation - Reasonable Resolution
072728	Failure to maintain road	Preliminary Investigation - Reasonable Resolution
073022	Unreasonable decision to pursue debt	Preliminary Investigation - Not Sustained
073051	Unreasonable conditions regarding approval of pergola	Preliminary Investigation - Partly Resolved in Favour of Complainant
073205	Unreasonable decision to grant development approval	Preliminary Investigation - Not Sustained - Explanation Given
073352	Unreasonable processing of planning application	Preliminary Investigation - Not Sustained - Explanation Given
073412	Unreasonable stormwater management	Advice Given - Referred to Agency
073532	Unreasonable investigation into overview problem	Advice Given - Referred to Agency
073536	Unreasonable decision making process	Advice Given - Referred to Agency
073545	Unreasonable refusal to remove street tree	Advice Given - Referred to Agency
073558	Unreasonable consultation process	Advice Given - Other/General
073644	Unreasonable administrative decision	Preliminary Investigation - Reasonable Resolution
073712	Unreasonable consultation process	Preliminary Investigation - Reasonable Resolution
073732	Unreasonable placement of liability for crossover	Preliminary Investigation - Not Sustained - Explanation Given
073763	Unreasonable verbal refusal of application for business	Advice Given - Referred to Agency
073797	Unreasonable refusal to remove tree	Advice Given - Referred to Agency
073811	Unreasonable refusal to alter crossover	Advice Given - Referred to Agency
073818	Inappropriate land use	Withdrawn by Complainant
073938	Unreasonable imposition of rates	Declined - Refused to Investigate
074209	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
074349	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
074463	Unreasonable delay in response	Preliminary Investigation - Partly Resolved in Favour of Complainant
074508	Refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
074551	Unreasonable calculation of car parking fee	Advice Given - Referred to Agency
074727	Unreasonable processing of planning application	Advice Given - Referred to Agency
074861	Unreasonable issue of parking ticket	Advice Given - Other/General
074932	Unreasonable delay in providing replacement recycling bin	Preliminary Investigation - Reasonable Resolution
075080	Alleged incorrect selection process	Preliminary Investigation - Not Sustained - Explanation Given
075084	Failure to adhere to process	Advice Given - Referred to Agency
075099	Unreasonable delay in attending to complaint	Preliminary Investigation - Not Sustained - Explanation Given
075100	Unreasonable delay in removal/trimming of tree	Preliminary Investigation - Reasonable Resolution
075107	Unreasonable fees	Advice Given - Referred to Agency
075197	Unreasonable development process	Declined - Alternate Remedy
075375	Unreasonable fee added to parking fine	Preliminary Investigation - Not Sustained - Explanation Given
075451	Unreasonable lack of action regarding complaint	Advice Given - Referred to Agency
075558	Failure to enforce conditions of development application	Preliminary Investigation - Not Sustained - Explanation Given
075579	Unreasonable lack of notification	Preliminary Investigation - Not Sustained - Explanation Given
075673	Unreasonable decision to tow vehicle	Preliminary Investigation - Reasonable Resolution
075846	Unreasonable decision to request payment of legal fees	Advice Given - Referred to Agency
075902	Lack of assistance in regards to dog complaint	Advice Given - Referred to Agency
076065	Unreasonable treatment of development applications	Advice Given - Referred to Agency
076112	Unreasonable decision regarding development application	Advice Given - Referred to Agency
City of Playford		
071011	Unreasonable delay in providing alternative access to property	Full Investigation - Partly Resolved in Favour of Complainant
071299	Unreasonable decision to allow dwelling to be built on road reserve	Full Investigation - Not Sustained - Explanation Given
071430	Alleged inability to access land	Full Investigation - Partly Resolved in Favour of Complainant
072301	Failure to allow reasonable access across public road	Preliminary Investigation - Partly Resolved in Favour of Complainant
073183	Unreasonable infringement notice	Preliminary Investigation - Reasonable Resolution
073403	Alleged lack of action regarding noise complaint	Preliminary Investigation - Reasonable Resolution
073685	Unreasonable denial of liability	Preliminary Investigation - Not Sustained - Explanation Given
073766	Seeking information in relation to possible civil claim	Advice Given - Referred to Agency
073868	Alleged conflict of interest	Preliminary Investigation - Reasonable Resolution
073896	Unreasonable delay in development approval	Preliminary Investigation - Not Sustained - Explanation Given
074107	Unreasonable harassment by council officers	Advice Given - Referred to Agency
074271	Alleged lack of information	Preliminary Investigation - Not Sustained - Explanation Given
074292	Unreasonable decision to upgrade road without consultation	Advice Given - Other/General
074680	Unreasonable delay in building approval	Advice Given - Other/General
074974	Unreasonable increase in rates	Advice Given - Referred to Agency
075342	Lack of assistance in regards to complaint	Preliminary Investigation - Reasonable Resolution
075576	Unreasonable management of complaint	Advice Given - Referred to Agency
075796	Unreasonable delay regarding garbage collection	Preliminary Investigation - Reasonable Resolution
075807	Unreasonable refusal to approve development application	Preliminary Investigation - Not Sustained - Explanation Given
075833	Unreasonable refusal to compensate for damage to vehicle	Advice Given - Referred to Agency
076064	Unreasonable handling of development issue	Advice Given - Referred to Agency
City of Port Adelaide Enfield		
067231	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
073220	Unreasonable quote for repairing crossover	Advice Given - Referred to Agency
073263	Unreasonable delay in processing development application	Advice Given - Referred to Agency
073398	Unreasonable referral to debt collection agency	Preliminary Investigation - Not Sustained - Explanation Given
073523	Unreasonable investigation of complaint	Preliminary Investigation - Reasonable Resolution
073627	Unreasonable development process	Declined - Refused to Investigate
073668	Unreasonable decision not to inform residents of asbestos removal	Preliminary Investigation - Partly Resolved in Favour of Complainant
073707	Inconsistent advice regarding housing standards	Advice Given - Referred to Agency

073986	Unreasonable property valuation method	Preliminary Investigation - Not Sustained - Explanation Given
074024	Unreasonable delay in processing planning application	Advice Given - Referred to Agency
074116	Unreasonable cancellation of permit	Preliminary Investigation - Not Sustained - Explanation Given
074422	Unsatisfactory records management	Preliminary Investigation - Not Sustained - Explanation Given
074717	Unreasonable imposition of fines	Advice Given - Referred to Agency
074719	Unreasonable approval of development plans	Advice Given - Referred to Agency
074758	Unreasonable delay and rejection of application	Advice Given - Referred to Agency
074934	Unreasonable refusal to collect hard refuse	Advice Given - Referred to Agency
075207	Alleged breach of confidentiality	Advice Given - Other/General
075211	Alleged delay in processing development application	Advice Given - Other/General
075590	Failure to consult on proposal to build new public toilets	Preliminary Investigation - Not Sustained - Explanation Given
075731	Unreasonable planning process	Preliminary Investigation - Partly Resolved in Favour of Complainant
075797	Unreasonable delay in responding to correspondence	Advice Given - Referred to Agency
075873	Alleged failure to consult regarding development	Withdrawn by Complainant
076041	Unreasonable breach of property boundaries	Advice Given - Referred to Agency
City of Port Lincoln		
073216	Unreasonable temporary road closure	Advice Given - Referred to Agency
074205	Unreasonable lack of communication regarding development	Preliminary Investigation - Not Sustained - Explanation Given
074991	Unreasonable delay	Advice Given - Referred to Agency
075903	Unreasonable delay in resolving complaint	Advice Given - Referred to Agency
City of Prospect		
073675	Unreasonable imposition of fee for late payment	Preliminary Investigation - Reasonable Resolution
City of Salisbury		
072803	Unreasonable refusal to remove traffic island	Preliminary Investigation - Not Sustained
073047	Unreasonable order imposed regarding dog	Preliminary Investigation - Not Sustained - Explanation Given
073098	Unreasonable delay in attending to barking dog issue	Preliminary Investigation - Not Sustained - Explanation Given
073160	Failure to restrict bus activities from residential property	Preliminary Investigation - Partly Resolved in Favour of Complainant
073309	Unreasonable delay in processing home activity application	Advice Given - Referred to Agency
073431	Unreasonable increase in rates following change in zoning	Preliminary Investigation - Reasonable Resolution
073673	Damage caused to vehicle by council tree	Advice Given - Referred to Agency
073694	Failure to enforce development approval conditions	Preliminary Investigation - Not Sustained - Explanation Given
073739	Unreasonable lack of assistance regarding complaint	Preliminary Investigation - Not Sustained
073800	Unreasonable imposition of dog fine	Advice Given - Other/General
073876	Unreasonable decision regarding construction of footpath	Withdrawn by Complainant
073957	Unreasonable refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
074069	Unreasonable refusal to provide court with notice of discontinuance	Preliminary Investigation - Not Sustained - Explanation Given
074130	Unreasonable denial of refund	Preliminary Investigation - Partly Resolved in Favour of Complainant
074287	Unreasonable parking fine	Advice Given - Referred to Agency
074373	Unreasonable investigation	Advice Given - Referred to Agency
074374	Unreasonable parking infringement	Advice Given - Referred to Agency
074402	Unreasonable refusal to waive parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
074432	Disputed parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
074762	Alleged conflict of interest	Preliminary Investigation - Not Sustained
074813	Unreasonable refusal to waive fine	Advice Given - Referred to Agency
074901	Unreasonable refusal to remove tree	Preliminary Investigation - Partly Resolved in Favour of Complainant
074914	Disputed parking infringement	Advice Given - Other/General
074949	Refusal to allow enhancement of verge	Advice Given - Referred to Agency
074999	Failure to submit Notice of Discontinuance	Preliminary Investigation - Not Sustained
075032	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained - Explanation Given
075445	Unreasonable failure to respond to issues raised regarding drainage	Advice Given - Other/General
075540	Unreasonable location of council trees	Advice Given - Referred to Agency
075578	Unreasonable investigation into problem neighbours	Advice Given - Referred to Agency
075580	Unreasonable action regarding barking dogs	Preliminary Investigation - Not Sustained - Explanation Given
075866	Unreasonable demand in attempt to rectify situation	Preliminary Investigation - Not Sustained - Explanation Given
076090	Alleged failure to resolve fence dispute	Advice Given - Referred to Agency
City of Tea Tree Gully		
073135	Unreasonable refusal to compensate for damage to fence	Advice Given - Other/General
073153	Unreasonable process of council with regard to cat by-laws	Preliminary Investigation - Reasonable Resolution
073317	Failure to take appropriate action regarding barking dog complaints	Preliminary Investigation - Partly Resolved in Favour of Complainant
073438	Unreasonable refusal to accept development application	Withdrawn by Complainant
073843	Unreasonable decision to request arboriculture report	Preliminary Investigation - Not Sustained - Explanation Given
073848	Alleged failure to take complaints seriously	Preliminary Investigation - Partly Resolved in Favour of Complainant
073866	Request to conduct a review of process	Declined - Refused to Investigate
073881	Unreasonable refusal to allow vehicle to be parked in front of home	Preliminary Investigation - Not Sustained - Explanation Given
073981	Alleged lack of assistance in regards to neighbour's development application	Preliminary Investigation - Not Sustained - Explanation Given
074004	Unreasonable delay in responding to traffic complaint	Preliminary Investigation - Reasonable Resolution
074230	Unreasonable road signage	Advice Given - Referred to Agency
074428	Unreasonable denial of removing significant tree	Advice Given - Other/General
074464	Alleged erroneous decision to link two development applications	Withdrawn by Complainant
074466	Unreasonable requirement to pay for damaged kerb	Preliminary Investigation - Not Sustained - Explanation Given
074467	Unreasonable lack of response/action	Preliminary Investigation - Partly Resolved in Favour of Complainant
074581	Unreasonable requirement to fund installation of stormwater pipe	Preliminary Investigation - Not Sustained - Explanation Given
074712	Alleged damage to property and incorrect boundary position	Advice Given - Referred to Agency
074744	Damage to property and failure to act on parking issues	Advice Given - Referred to Agency
074995	Unreasonable decision	Advice Given - Other/General
075116	Unreasonable order to close business	Advice Given - Other/General
075313	Unreasonable decision	Declined - Alternate Remedy
075349	Failure to act	Advice Given - Referred to Agency
075549	Failure to provide information required for development application	Advice Given - Referred to Agency
075670	Unreasonable delay in approval of development plans	Preliminary Investigation - Not Sustained - Explanation Given
075850	Refusal to remove significant tree	Advice Given - Referred to Agency
076061	Alleged inappropriate action taken in regards to neighbouring development application	Advice Given - Referred to Agency
City of West Torrens		
073145	Unreasonable issue of parking fine	Advice Given - Other/General
073219	Unreasonable infringement notice	Preliminary Investigation - Not Sustained - Explanation Given
073447	Unreasonable approval for access over public reserve	Preliminary Investigation - Not Sustained - Explanation Given
073750	Unreasonable refusal to waive parking fine	Declined - Refused to Investigate

073894	Unreasonable application processing delay	Preliminary Investigation - Not Sustained - Explanation Given
073939	Unreasonable infringement notice	Preliminary Investigation - Not Sustained - Explanation Given
073998	Failure to consult local community on traffic management	Advice Given - Referred to Agency
074158	Unreasonable delay in processing planning application	Advice Given - Referred to Agency
074231	Unreasonable delay	Preliminary Investigation - Not Sustained - Explanation Given
074270	Unreasonable denial of financial assistance	Advice Given - Referred to Agency
074913	Unreasonable handling of traffic management	Preliminary Investigation - Not Sustained - Explanation Given
075370	Unreasonable delay in approval which resulted in financial loss	Advice Given - Referred to Agency
075568	Unreasonable delay in processing development application	Advice Given - Referred to Agency
075842	Unreasonable processing delay leading to financial loss	Advice Given - Referred to Agency
076082	Unreasonable refusal to remove significant tree	Advice Given - Referred to Agency
Clare and Gilbert Valleys Council		
072609	Unreasonable fines regarding barking dog	Preliminary Investigation - Not Sustained - Explanation Given
074715	Complaint regarding nuisance dog	Advice Given - Referred to Agency
075002	Unreasonable decision to rezone land	Declined - Refused to Investigate
075708	Refusal to take action in regards to neighbouring organisation	Advice Given - Other/General
075897	Alleged incorrect procedure followed for development application	Advice Given - Referred to Agency
Corporation of the City of Campbelltown		
072327	Unreasonable suspension of councillor	Preliminary Investigation - Not Sustained - Explanation Given
073088	Unreasonable refusal to waive fine	Preliminary Investigation - Not Sustained - Explanation Given
073595	Refusal to release details of development application	Advice Given - Other/General
073834	Unreasonable expiation notice	Declined - Alternate Remedy
075162	Alleged development without approval	Advice Given - Referred to Agency
075358	Unreasonable delay in providing refund	Advice Given - Referred to Agency
075513	Unreasonable assistance with complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
075684	Unreasonable investigation	Advice Given - Other/General
075730	Unreasonable decision to deny compensation for property damage	Preliminary Investigation - Not Sustained - Explanation Given
075754	Inaccurate records lead to financial loss	Advice Given - Referred to Agency
Corporation of the City of Marion		
072862	Failure to enforce development approvals	Preliminary Investigation - Not Sustained - Explanation Given
073171	Unreasonable refusal to enforce planning conditions	Advice Given - Other/General
073223	Failure to enforce conditions of planning application	Preliminary Investigation - Partly Resolved in Favour of Complainant
073300	Unreasonable refusal to remove tree contrary to verbal consent	Preliminary Investigation - Partly Resolved in Favour of Complainant
073321	Unreasonable decision to threaten to remove cats	Advice Given - Referred to Agency
073814	Unreasonable parking fine	Declined - Alternate Remedy
073877	Unreasonable development application process	Preliminary Investigation - Not Sustained - Explanation Given
073961	Unreasonable late fee	Advice Given - Referred to Agency
074060	Delay in approving application.	Advice Given - Referred to Agency
074179	Unreasonable investigation into complaint	Preliminary Investigation - Not Sustained
074238	Unreasonable refusal to fully reimburse	Advice Given - Referred to Agency
074297	Failure to take action concerning traffic hazards	Outside of Jurisdiction
074458	Unreasonable refusal to compensate for vehicle damage	Advice Given - Other/General
074529	Lack of communication	Advice Given - Referred to Agency
074915	Unreasonable denial of access to site plans	Advice Given - Referred to Agency
074960	Alleged failure to consider objection	Declined - Alternate Remedy
075119	Unreasonable refusal to compensate	Preliminary Investigation - Not Sustained - Explanation Given
075325	Alleged failure to address parking issue	Preliminary Investigation - Partly Resolved in Favour of Complainant
075401	Disputed development application	Advice Given - Referred to Agency
075421	Unreasonable handling of complaint	Preliminary Investigation - Reasonable Resolution
075575	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
075638	Unreasonable charging of higher rates	Preliminary Investigation - Not Sustained - Explanation Given
075711	Unreasonable decision to approve development application	Advice Given - Referred to Agency
075881	Unreasonable refusal to refund money	Preliminary Investigation - Not Sustained - Explanation Given
075882	Unreasonable decision to rescind expiation notice	Preliminary Investigation - Partly Resolved in Favour of Complainant
Corporation of the City of Unley		
074031	Lack of assistance in regards to dog complaint	Preliminary Investigation - Not Sustained - Explanation Given
074978	Unreasonable handling of traffic and parking matters	Declined - Alternate Remedy
075022	Unreasonable refusal to take action regarding tree removal	Advice Given - Other/General
075328	Unreasonable delay in responding to complaint	Preliminary Investigation - Reasonable Resolution
075667	Unreasonable imposition of legal costs	Preliminary Investigation - Not Sustained - Explanation Given
075756	Unreasonable development delay of unsafe property	Advice Given - Referred to Agency
075954	Unreasonable management of planning application	Advice Given - Referred to Agency
075988	Inadequate resolution of complaint	Advice Given - Referred to Agency
Corporation of the City of Whyalla		
072565	Unreasonable development approval	Preliminary Investigation - Not Sustained - Explanation Given
073017	Failure to resolve consequences of incorrect processing of development application	Preliminary Investigation - Not Sustained - Explanation Given
074137	Unreasonable charge for rates compared to other areas	Advice Given - Referred to Agency
074283	Failure to respond	Preliminary Investigation - Partly Resolved in Favour of Complainant
074714	Failure to refund overpaid rates	Advice Given - Referred to Agency
074821	Request for advice	Advice Given - Other/General
075785	Unreasonable development requirement	Advice Given - Referred to Agency
075803	Unreasonable refusal to approve application	Preliminary Investigation - Not Sustained - Explanation Given
Corporation of the Town of Gawler		
073430	Unreasonable refusal to pay for drainage at roadside	Declined - Refused to Investigate
074492	Unreasonable administrative practice	Full Investigation - Not Sustained
074503	Unreasonable conditions placed on development application	Advice Given - Referred to Agency
075285	Unreasonable requirement to pay for extra rubbish collection	Preliminary Investigation - Not Sustained - Explanation Given
075507	Unreasonable management of development plan	Advice Given - Referred to Agency
075900	Alleged improper process	Advice Given - Other/General
Council of Roxby Downs		
073853	Alleged lack of information provided about council rate notices	Advice Given - Other/General
District Council of Barunga West		
074789	Unreasonable management of application	Advice Given - Referred to Agency
District Council of Ceduna		
076097	Unreasonable levy	Advice Given - Referred to Agency
District Council of Coorong		
074487	Inadequate supply of information	Preliminary Investigation - Reasonable Resolution

District Council of Grant		
069909	Alleged failure to consult regarding bypass road	Full Investigation - Reasonable Resolution
070601	Inadequate consultation regarding bypass road	Full Investigation - Partly Resolved in Favour of Complainant
073197	Unreasonable approval of development	Preliminary Investigation - Reasonable Resolution
073265	Unreasonable decision to refuse development application for subdivision	Withdrawn by Complainant
073681	Unreasonable decision regarding sale of road reserve	Preliminary Investigation - Reasonable Resolution
074352	Alleged conflict of interest	Preliminary Investigation - Not Sustained - Explanation Given
075566	Unreasonable administrative decision	Advice Given - Referred to Agency
076035	Unreasonable investigation breach of planning conditions	Advice Given - Referred to Agency
District Council of Lower Eyre Peninsula		
073125	Alleged failure to approve development application	Advice Given - Other/General
075596	Unreasonable approval of permit	Advice Given - Referred to Agency
076099	Unreasonable delay in processing application	Advice Given - Referred to Agency
District Council of Loxton Waikerie		
071453	Unreasonable conduct by dog control officer	Preliminary Investigation - Not Sustained
073860	Unreasonable refusal of environmental septic system	Preliminary Investigation - Not Sustained - Explanation Given
074286	Unreasonable refusal to waive fine	Advice Given - Referred to Agency
074732	Unreasonable handling of complaint	Advice Given - Other/General
District Council of Mallala		
070783	Inadequate investigation of complaint	Preliminary Investigation - Reasonable Resolution
070840	Alleged unreasonable grant of a road lease	Withdrawn by Complainant
071452	Unreasonable delays in correction of licence	Full Investigation - Not Sustained - Explanation Given
073892	Unreasonable length of time to register easement	Advice Given - Referred to Agency
074440	Unreasonable conditions of development application	Advice Given - Referred to Agency
074994	Unreasonable refusal to build	Advice Given - Referred to Agency
075035	Alleged misconduct of officer	Outside of Jurisdiction
075554	Unreasonable prevention of use of a device to scare birds	Advice Given - Other/General
075626	Unreasonable policy regarding drug and alcohol testing	Advice Given - Referred to Agency
District Council of Mount Barker		
072709	Unreasonable action regarding dog control fines	Preliminary Investigation - Not Sustained - Explanation Given
073174	Unreasonable parking infringement	Preliminary Investigation - Reasonable Resolution
073334	Failure to enforce condition of development approval	Advice Given - Referred to Agency
073361	Unreasonable delay in processing application	Advice Given - Referred to Agency
073683	Excessively high rates	Advice Given - Other/General
073833	Unreasonable infringement notice	Declined - Alternate Remedy
073897	Unreasonable planning approval	Preliminary Investigation - Not Sustained - Explanation Given
073991	Alleged lack of response	Preliminary Investigation - Not Sustained - Explanation Given
074699	Unreasonable composition of rates	Advice Given - Referred to Agency
075256	Unreasonable requirement to accept an unwanted service	Preliminary Investigation - Not Sustained
075380	Unreasonable act resulting in detriment to business	Outside of Jurisdiction
075750	Unreasonable delay in finalising planning application	Advice Given - Referred to Agency
District Council of Mount Remarkable		
073116	Unreasonable action to take control of water supply	Withdrawn by Complainant
073152	Incorrect management of STED connection	Advice Given - Referred to Agency
074029	Alleged inconsistencies regarding process of development application	Advice Given - Other/General
075815	Alleged inadequate access to property	Withdrawn by Complainant
District Council of Ororoo/Carrieton		
073343	Failure to transfer ownership of land	Preliminary Investigation - Not Sustained - Explanation Given
District Council of Peterborough		
072730	Unreasonable management of complaint	Preliminary Investigation - Not Sustained
073286	Unreasonable refusal of application for parklands	Advice Given - Referred to Agency
073402	Unreasonable refusal to approve submission	Outside of Jurisdiction
074086	Inappropriate odours from development	Advice Given - Referred to Agency
074103	Alleged inappropriate behaviour by staff	Advice Given - Other/General
074378	Unreasonable delay in repairing public toilet	Preliminary Investigation - Not Sustained - Explanation Given
074750	Unreasonable decision regarding rubbish collection	Advice Given - Referred to Agency
075928	Unreasonable conditions placed regarding leasing of road reserve	Advice Given - Referred to Agency
District Council of Renmark Paranga		
073419	Unreasonably high rates	Advice Given - Referred to Agency
074229	Unreasonable decision to remove trees	Advice Given - Referred to Agency
District Council of Robe		
069669	Unreasonable decision to build a marina	Preliminary Investigation - Not Sustained - Explanation Given
070525	Unreasonable consulting process in approval of marina	Withdrawn by Complainant
070784	Unreasonable conduct in the creation of marina	Preliminary Investigation - Not Sustained - Explanation Given
073087	Alleged failure to follow correct road opening/closing process	Preliminary Investigation - Reasonable Resolution
074150	Unreasonable delay in determining development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
075142	Alleged conflict of interest	Advice Given - Other/General
District Council of Streaky Bay		
072578	Unreasonable refusal to remove street tree	Preliminary Investigation - Partly Resolved in Favour of Complainant
073458	Failure to investigate complaint	Preliminary Investigation - Not Sustained
District Council of Tatiara		
073016	Unreasonable removal of rubbish collection services	Preliminary Investigation - Not Sustained - Explanation Given
073471	Unreasonable processing of planning application	Advice Given - Referred to Agency
075783	Unreasonable decision regarding community land	Advice Given - Referred to Agency
District Council of the Copper Coast		
074173	Unreasonable processing of planning approval	Advice Given - Other/General
075341	Unfair charge for rubbish removal	Preliminary Investigation - Not Sustained - Explanation Given
075508	Unreasonable denial of building application	Advice Given - Referred to Agency
075539	Failure to notify of decision to subdivide land	Advice Given - Referred to Agency
075647	Unreasonable delay in approval of building application	Preliminary Investigation - Not Sustained - Explanation Given
075893	Unreasonable refusal to enforce conditions on neighbour's business	Advice Given - Referred to Agency
075959	Unreasonable behaviour of officers	Advice Given - Referred to Agency
076034	Alleged conflict of interest	Advice Given - Referred to Agency

District Council of Tumby Bay		
070585	Unreasonable delay in managing pollution caused by development	Preliminary Investigation - Reasonable Resolution
073913	Unreasonable decision to rely on survey results when approving new health centre	Advice Given - Other/General
074115	Unreasonable maintenance of footpath	Advice Given - Referred to Agency
074441	Unreasonable refusal of claim	Advice Given - Referred to Agency
District Council of Yankalilla		
072218	Unreasonable decision to cease supply of water	Preliminary Investigation - Not Sustained - Explanation Given
073083	Unreasonable withdrawal of water supply	Full Investigation - Not Sustained - Explanation Given
073113	Failure to control meeting resulting in abuse and threats being made to ratepayer	Advice Given - Referred to Agency
073170	Unreasonable behaviour of council employee	Preliminary Investigation - Not Sustained
073199	Unreasonable restriction on shack site tenure	Preliminary Investigation - Not Sustained
074447	Unreasonable refusal to enforce legislation	Advice Given - Referred to Agency
074922	Lack of assistance in regards to dog attack	Advice Given - Referred to Agency
075308	Unreasonable maintenance of access road	Advice Given - Referred to Agency
075853	Unreasonable decision to approve neighbour's development application	Advice Given - Other/General
District Council of Yorke Peninsula		
073203	Unreasonable decision to refuse development application	Preliminary Investigation - Not Sustained - Explanation Given
074088	Unreasonable delay in providing response	Advice Given - Referred to Agency
074327	Unreasonable administrative practices	Advice Given - Other/General
074393	Alleged inappropriate procedures	Preliminary Investigation - Not Sustained - Explanation Given
Kangaroo Island Council		
073198	Unreasonable refusal of development application	Preliminary Investigation - Partly Resolved in Favour of Complainant
073303	Unreasonable decision to decline development application	Declined - Refused to Investigate
073465	Unreasonable planning approval	Advice Given - Referred to Agency
074737	Unreasonable establishment of heritage register	Advice Given - Referred to Agency
074931	Lack of assistance regarding barking dogs	Advice Given - Referred to Agency
Kingston District Council		
073318	Failure to address overlooking issues	Advice Given - Other/General
Light Regional Council		
072150	Unreasonable requirement to connect to STED system	Preliminary Investigation - Not Sustained - Explanation Given
074142	Unreasonable lack of communication	Advice Given - Referred to Agency
074322	Delay in processing development application	Advice Given - Referred to Agency
074710	Unreasonable delay in grading road	Advice Given - Referred to Agency
075045	Unreasonable classification of land	Advice Given - Other/General
075805	Refusal to approve development application	Advice Given - Referred to Agency
075840	Unreasonable refusal to provide stormwater drainage	Advice Given - Referred to Agency
076062	Unreasonable changes to development application	Advice Given - Referred to Agency
076066	Unreasonable delay in completing footpath	Advice Given - Referred to Agency
076096	Unreasonable delay in approving application	Advice Given - Referred to Agency
Mid Murray Council		
073421	Failure to respond to written request for information	Preliminary Investigation - Not Sustained - Explanation Given
073643	Unreasonable increase of rates due to STED scheme	Advice Given - Referred to Agency
073855	Unreasonable fee charged for waste control system	Advice Given - Referred to Agency
074347	Unreasonable management of planning application	Preliminary Investigation - Not Sustained
074766	Unreasonable issue of notice to vacate	Advice Given - Referred to Agency
074873	Failure to maintain acceptable condition of road	Advice Given - Referred to Agency
074981	Unreasonable decision regarding payment of STED scheme	Advice Given - Other/General
075749	Unreasonable administration	Advice Given - Referred to Agency
Naracoorte Lucindale Council		
073107	Failure to process development application in a timely manner	Advice Given - Other/General
073231	Unreasonable threat to ban from library	Preliminary Investigation - Not Sustained - Explanation Given
073796	Unreasonable requirement to pay for STED scheme in advance	Advice Given - Referred to Agency
076005	Unreasonable imposition/increase in rates for recycling service	Advice Given - Other/General
Northern Areas Council		
073672	Disputed council rates	Advice Given - Other/General
075163	Inappropriate instructions	Advice Given - Referred to Agency
075574	Unreasonable refusal to handle complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
075751	Unreasonable treatment	Advice Given - Other/General
Port Augusta City Council		
073260	Alleged misleading information imparted at public meeting	Preliminary Investigation - Not Sustained - Explanation Given
073802	Unreasonable rating procedure	Advice Given - Referred to Agency
075350	Alleged lack of consultation about waste collection service charge	Preliminary Investigation - Not Sustained - Explanation Given
075409	Unreasonable investigation of complaint	Outside of Jurisdiction
075496	Unreasonable decision refuse transportable home on property	Preliminary Investigation - Not Sustained - Explanation Given
Port Pirie Regional Council		
073150	Unreasonable actions by agent	Advice Given - Referred to Agency
073238	Unreasonable decision to place order on dog after attack	Advice Given - Other/General
073301	Unreasonable determination to remove dogs	Preliminary Investigation - Not Sustained - Explanation Given
073782	Unreasonable refusal to lop trees	Preliminary Investigation - Reasonable Resolution
074156	Unreasonable refusal of planning application	Advice Given - Referred to Agency
074553	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
074817	Unreasonable dust emissions	Advice Given - Referred to Agency
074819	Unreasonable management of contaminated soil	Advice Given - Referred to Agency
075209	Unreasonable delay in processing planning application	Advice Given - Referred to Agency
075685	Unreasonable administration	Advice Given - Other/General
076030	Unreasonable refusal to compensate for damage	Advice Given - Referred to Agency
Regional Council of Goyder		
072034	Failure to adequately address stormwater problem	Preliminary Investigation - Reasonable Resolution
073410	Unreasonable decision about property stormwater run off	Advice Given - Other/General
073478	Failure to notify of extensive earthworks	Advice Given - Referred to Agency
073803	Inappropriate use of confidentiality provisions	Declined - Refused to Investigate
074965	Unreasonable requirement to replace fencing	Preliminary Investigation - Not Sustained - Explanation Given
075189	Unreasonable selection process	Preliminary Investigation - Not Sustained - Explanation Given
075363	Unreasonable failure to provide information to committee	Declined - Alternate Remedy

Rural City of Murray Bridge		
073680	Unreasonable decision to approve further business development	Advice Given - Other/General
073862	Unreasonable delay in finalising investigation	Advice Given - Referred to Agency
074183	Unreasonable action	Advice Given - Other/General
074723	Unreasonable rejection to allow to sub-divide	Advice Given - Referred to Agency
075748	Unreasonable disclosure of personal details	Advice Given - Referred to Agency
075938	Alleged inadequate consultation process	Preliminary Investigation - Not Sustained - Explanation Given
Southern Mallee District Council		
072111	Unreasonable breach of planning approval at council facility	Preliminary Investigation - Not Sustained - Explanation Given
The Barossa Council		
073282	Unreasonable inspection	Advice Given - Referred to Agency
073420	Unreasonable decision to close off main road	Preliminary Investigation - Reasonable Resolution
073502	Unreasonable condition imposed on development application	Preliminary Investigation - Not Sustained - Explanation Given
074622	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
074702	Alleged inaction of dog officer	Advice Given - Referred to Agency
075186	Unreasonable conduct of council employee	Preliminary Investigation - Not Sustained - Explanation Given
075476	Unreasonable lack of response	Advice Given - Referred to Agency
075486	Unreasonable approval of change to boundary and zone	Advice Given - Other/General
075606	Unreasonable refusal of planning application	Declined - Refused to Investigate
075996	Unreasonable process regarding development application	Advice Given - Referred to Agency
The Flinders Ranges Council		
075019	Unreasonable delay to investigate matter	Preliminary Investigation - Not Sustained - Explanation Given
075069	Unreasonable delay in rectifying drainage problem	Advice Given - Other/General
Victor Harbor City Council		
070215	Alleged failure to require house to be constructed in accordance with Land Management Agreement	Preliminary Investigation - Not Sustained - Explanation Given
072740	Failure to act in regard to the Development Act	Preliminary Investigation - Not Sustained - Explanation Given
073395	Alleged lack of information provided	Advice Given - Other/General
073870	Unreasonable refusal to pursue breach of development	Advice Given - Other/General
073960	Unreasonable parking infringement	Preliminary Investigation - Not Sustained - Explanation Given
074064	Unreasonable refusal to provide adequate parking	Preliminary Investigation - Partly Resolved in Favour of Complainant
074196	Unreasonable delay in council meeting	Advice Given - Other/General
074363	Unreasonable refusal to provide refund	Preliminary Investigation - Reasonable Resolution
074478	Unreasonable administrative decision	Advice Given - Referred to Agency
074679	Unreasonable decision	Advice Given - Other/General
Wakefield Regional Council		
073715	Unreasonable charge for effluent system	Advice Given - Referred to Agency
074091	Unreasonable conditions on permit	Advice Given - Referred to Agency
074244	Alleged lack of communication	Preliminary Investigation - Not Sustained - Explanation Given
074341	Unreasonable option for wastewater management	Advice Given - Referred to Agency
074450	Unreasonable lack of communication	Advice Given - Referred to Agency
074564	Failure to act on health issue	Preliminary Investigation - Not Sustained - Explanation Given
074749	Unreasonable refusal of application	Advice Given - Referred to Agency
Wattle Range Council		
072538	Unreasonable assessment of land division application	Preliminary Investigation - Not Sustained - Explanation Given
073325	Unreasonable handling of complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
074969	Alleged lack of consultation	Preliminary Investigation - Not Sustained - Explanation Given
075024	Unreasonable investigation of dog complaint	Advice Given - Referred to Agency
075064	Unreasonable requirement to pay for service	Preliminary Investigation - Not Sustained - Explanation Given
075668	Failure to maintain roadway	Preliminary Investigation - Not Sustained - Explanation Given

Other Authorities
Complaints finalised
From 1 July 2007 to 30 June 2008

Agency	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	Withdrawn by Complainant	Total
Aboriginal Housing Authority				2				1					3
Aboriginal Lands Trust		1											1
Adelaide Cemeteries Authority			1										1
Central Northern Adelaide Health Service		1	1	2			1	1					6
Children, Youth & Women's Health Service												1	1
Chiropractic and Osteopathy Board of South				1	1								2
Commissioner for Equal Opportunity				1					1	1		2	5
Coroner								2	1				3
Country Fire Service				1									1
Courts Administration Authority	1			12	8		2	1	2	10	1		37
Dental Board of South Australia				1				1					2
Development Assessment Commission					1					2			3
Dog & Cat Management Board					1								1
Drug & Alcohol Services SA				1									1
Flinders University Council						1			1				2
Guardianship Board					1			1		3			5
Health & Com Services Complaints		1	1	4	10		1		1	5	1	1	25
Institute of Medical & Veterinary Science				1	1								2
Land Management Corporation				3			1						4
Legal Practitioners Conduct Board				1	2					1			4
Legal Services Commission					2		2	1	1	4			10
Lotteries Commission			1		1					4			6
Medical Board of SA				5		1			1				7
Motor Accident Commission		1					1	1	1	2			6
Native Vegetation Council				1									1
North Western Adelaide Health Service										1			1
Nurses Board of SA				2	1						1		4
Public Advocate				1				1		1		1	4
Public Trustee		1	2	16	4			7	10	23	1	1	65
Renmark Paringa District Hospital Inc					1		1						2
RSPCA Inspectorate								1	1				2
SA Ambulance Service				4	4				2	5			15
SA Community Housing Authority					2				2	2			6
SA Psychological Board												1	1
SA Tourism Commission				2	1								3
Senior Secondary Assessment Board of SA												1	1
South Australian Tertiary Admissions Centre			1							1			2
Southern Adelaide Health Service							1			2			3
State Emergency Service								1					1
Super SA Board				4	1			1	1	5		1	13
Technical Regulator										1			1
University of Adelaide Council	1			4	1				2	3		1	12
University of South Australia Council			2	4	2		1			8			17
Whyalla Hospital & Health Service				1									1
WorkCover Corporation			1	9	6		1	4	4	37	4	2	68
Total	2	5	9	84	51	2	12	24	31	121	8	12	361

Other Authorities
Complaints finalised
From 1 July 2007 to 30 June 2008

Aboriginal Housing Authority		
075122	Unreasonable decision to evict	Preliminary Investigation - Not Sustained - Explanation Given
075253	Unreasonable conduct of staff member	Preliminary Investigation - Partly Resolved in Favour of Complainant
075295	Unreasonable delay in providing housing	Preliminary Investigation - Not Sustained - Explanation Given
Aboriginal Lands Trust		
075520	Unreasonable termination of lease	Declined - Alternate Remedy
Adelaide Cemeteries Authority		
073927	Unreasonable fee charged for replacement document	Preliminary Investigation - Not Sustained - Explanation Given
Central Northern Adelaide Health Service		
072429	Failure to properly liaise regarding administration order	Preliminary Investigation - Not Sustained
073117	Unreasonable refusal to offer employment	Preliminary Investigation - Not Sustained - Explanation Given
073464	Alleged mismanagement of procurement process	Declined - Alternate Remedy
073540	Access to medical services	Outside of Jurisdiction
073822	Unreasonable parking fine	Preliminary Investigation - Not Sustained - Explanation Given
074215	Failure to respond to letter of complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
Children, Youth & Women's Health Service		
075488	Unreasonable withdrawal of support	Withdrawn by Complainant
Chiropractic and Osteopathy Board of South Australia		
074742	Unreasonable investigation into husband's death	Advice Given - Other/General
074810	Alleged failure to investigate	Preliminary Investigation - Not Sustained - Explanation Given
Commissioner for Equal Opportunity		
071833	Unreasonable investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
073356	Unreasonable delay in forwarding response	Preliminary Investigation - Reasonable Resolution
073829	Unreasonable investigation of complaint	Withdrawn by Complainant
074809	Unreasonable refusal to investigate	Advice Given - Referred to Agency
076087	Unfair dismissal	Withdrawn by Complainant
Coroner		
073298	Unreasonable delay	Preliminary Investigation - Partly Resolved in Favour of Complainant
073449	Unreasonable delay	Preliminary Investigation - Reasonable Resolution
075660	Unreasonable delay in finalising report	Preliminary Investigation - Partly Resolved in Favour of Complainant
Country Fire Service		
074928	Unreasonable delay in allowing return to operational duties	Preliminary Investigation - Not Sustained - Explanation Given
Courts Administration Authority		
072129	Unreasonable delay in processing application	Preliminary Investigation - Not Sustained - Explanation Given
073188	Unreasonable refusal to amend documents	Advice Given - Other/General
073192	Unreasonable decision to disqualify from driving	Preliminary Investigation - Not Sustained - Explanation Given
073270	Unreasonable conditions for supply of information	Preliminary Investigation - Not Sustained - Explanation Given
073338	Failure to provide information concerning court action	Preliminary Investigation - Not Sustained - Explanation Given
073369	Alleged questionable behaviour of magistrate	Outside of Jurisdiction
073417	Failure to bring matter to court in a timely manner	Outside of Jurisdiction
073472	Unreasonable behaviour of staff member	Advice Given - Other/General
073477	Failure to send fine to correct address	Advice Given - Other/General
073518	Unreasonable record keeping	Preliminary Investigation - Reasonable Resolution
073628	Unreasonable penalties	Preliminary Investigation - Not Sustained - Explanation Given
073710	Alleged breach of confidentiality	Advice Given - Referred to Agency
073718	Alleged discrepancy of personal info regarding fines	Advice Given - Referred to Agency
073883	Unreasonable imposition of court fees	Advice Given - Referred to Agency
073886	Unreasonable refusal to waive victim of crime's levy	Advice Given - Other/General
073887	Unreasonable abuse of power	Declined - Refused to Investigate
073910	Loss of form led to liability for penalty	Advice Given - Other/General
074208	Unreasonable access to personal records	Advice Given - Other/General
074455	Unreasonable refusal to amend records	Preliminary Investigation - Not Sustained - Explanation Given
074502	Unreasonable inclusion of late fees	Preliminary Investigation - Not Sustained - Explanation Given
074757	Unreasonable delay in responding to request to investigate	Advice Given - Referred to Agency
074771	Unreasonable refusal to waive fees	Preliminary Investigation - Not Sustained - Explanation Given
074801	Unreasonable fees imposed	Advice Given - Referred to Agency
074917	Inadequate response to enquiry	Advice Given - Other/General
074990	Unreasonable administration	Advice Given - Referred to Agency
075031	Alleged inconsistent administrative information	Preliminary Investigation - Partly Resolved in Favour of Complainant
075053	Unreasonable administration error	Preliminary Investigation - Not Sustained - Explanation Given
075059	Alleged poor customer service	Advice Given - Advice Given to Agency
075367	Alleged breach of privacy	Advice Given - Referred to Agency
075426	Unreasonable late fee applied	Preliminary Investigation - Not Sustained - Explanation Given
075459	Unreasonable late fees applied	Advice Given - Referred to Agency
075548	Unreasonable delay in providing information	Preliminary Investigation - Reasonable Resolution
075696	Unreasonable imposition of late fees	Advice Given - Referred to Agency
075886	Unreasonable delay in responding to request to investigate	Advice Given - Other/General
076081	Unreasonable decision to issue further enforcement fee	Preliminary Investigation - Not Sustained - Explanation Given
076085	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
076088	Unreasonable requirement to pay in full	Advice Given - Referred to Agency
Dental Board of South Australia		
074763	Unreasonable delay in investigating complaint	Preliminary Investigation - Not Sustained - Explanation Given
075987	Unreasonable refusal to register name	Preliminary Investigation - Partly Resolved in Favour of Complainant
Development Assessment Commission		
073305	Consideration of extension of current approval	Advice Given - Referred to Agency
073997	Unreasonable refusal to change development legislation	Advice Given - Other/General
075855	Unreasonable explanation of account	Advice Given - Referred to Agency
Dog & Cat Management Board		
074262	Alleged incorrect advice given	Advice Given - Other/General

Drug & Alcohol Services SA		
074396	Unreasonable requirement for specific treatment	Preliminary Investigation - Not Sustained - Explanation Given
Flinders University Council		
073808	Unreasonable delay in forwarding response	Preliminary Investigation - Reasonable Resolution
075817	Unreasonable administrative decision to preclude from course	Declined - Out of Time
Guardianship Board		
073276	Disputed order	Advice Given - Other/General
073457	Unreasonable delay in providing funds	Advice Given - Referred to Agency
074332	Unreasonable delay in obtaining Statement of Reasons	Preliminary Investigation - Partly Resolved in Favour of Complainant
074832	Unreasonable management of estate	Advice Given - Referred to Agency
075994	Unreasonable refusal to revoke mother's order	Advice Given - Referred to Agency
Health & Community Services Complaints Commissioner		
071096	Inadequate investigation of complaint	Withdrawn by Complainant
072636	Inadequate investigation of complaint	Declined - Refused to Investigate
073139	Alleged failure to investigate complaint	Advice Given - Other/General
073229	Inadequate service	Advice Given - Other/General
073320	Alleged failure to investigate complaint further	Advice Given - Referred to Agency
073424	Unreasonable release of personal information	Declined - Alternate Remedy
073484	Inadequate investigation of complaint	Advice Given - Other/General
073674	Inadequate investigation of complaint	Outside of Jurisdiction
073767	Unreasonable refusal to investigate complaint	Preliminary Investigation - Not Sustained
073825	Failure to provide adequate medical care	Advice Given - Other/General
073941	Inadequate investigation	Preliminary Investigation - Not Sustained - Explanation Given
074333	Failure to investigate complaint	Advice Given - Other/General
074360	Unreasonable declination of complaint	Advice Given - Referred to Agency
074475	Unreasonable delay in responding to grievance	Advice Given - Other/General
074629	Alleged failure to resolve complaint	Advice Given - Other/General
074671	Unreasonable delay in responding to complaint	Advice Given - Other/General
074745	Alleged failure to notify of status of investigation	Advice Given - Referred to Agency
074748	Unreasonable investigation	Advice Given - Referred to Agency
074838	Lack of response following complaint	Preliminary Investigation - Reasonable Resolution
074975	Unreasonable delay in finalising complaint	Advice Given - Other/General
075061	Unreasonable decision to refuse to investigate	Preliminary Investigation - Not Sustained - Explanation Given
075104	Unreasonable handling of complaint	Preliminary Investigation - Not Sustained - Explanation Given
075477	Unsatisfactory resolution of complaint	Advice Given - Other/General
075741	Unreasonable decision to deny access to information	Preliminary Investigation - Not Sustained - Explanation Given
076056	Alleged inadequate investigation of complaint	Advice Given - Referred to Agency
Institute of Medical & Veterinary Science		
072175	Failure to provide information regarding job application	Preliminary Investigation - Not Sustained - Explanation Given
073096	Alleged inappropriate actions by management	Advice Given - Other/General
Land Management Corporation		
073622	Failure to give reasons for changing decision	Preliminary Investigation - Not Sustained - Explanation Given
073987	Unreasonable requirement to relocate	Preliminary Investigation - Not Sustained - Explanation Given
075146	Unreasonable contract conditions	Outside of Jurisdiction
075517	Unreasonable handling of land management issue	Preliminary Investigation - Not Sustained - Explanation Given
Legal Practitioners Conduct Board		
072953	Alleged failure to act regarding complaint	Full Investigation - Not Sustained - Explanation Given
073084	Unreasonable request for payment	Advice Given - Other/General
075637	Advice sought regarding legal position	Advice Given - Referred to Agency
075699	Unreasonable delay in providing decision	Advice Given - Other/General
Legal Services Commission		
073582	Unreasonable delay in application process	Preliminary Investigation - Reasonable Resolution
073603	Unreasonable refusal to continue to provide legal assistance	Advice Given - Other/General
073945	Unreasonable cessation of aid	Advice Given - Referred to Agency
074099	Unreasonable refusal of legal aid	Advice Given - Referred to Agency
074221	Unreasonable refusal to grant service	Advice Given - Other/General
074507	Unreasonable refusal of legal aid	Preliminary Investigation - Partly Resolved in Favour of Complainant
075202	Unreasonable refusal of legal aid	Advice Given - Referred to Agency
075269	Unreasonable provision of legal aid services	Advice Given - Referred to Agency
075382	Unreasonable provision of legal aid	Outside of Jurisdiction
075616	Refusal of legal aid	Outside of Jurisdiction
Lotteries Commission		
073534	Unreasonable decisions regarding ticket	Preliminary Investigation - Not Sustained
073671	Insufficient amount of prizes allocated to country region	Advice Given - Referred to Agency
074012	Unreasonable decision to ban employee	Advice Given - Referred to Agency
074797	Unreasonable decision by agency	Advice Given - Referred to Agency
074799	Alleged misleading ticket information	Advice Given - Referred to Agency
075863	Inappropriate administrative action	Advice Given - Other/General
Medical Board of SA		
073879	Failure to address concerns	Preliminary Investigation - Not Sustained - Explanation Given
074628	Inadequate investigation of complaint	Preliminary Investigation - Reasonable Resolution
074690	Alleged inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
074785	Inadequate investigation of complaint	Preliminary Investigation - Not Sustained - Explanation Given
075184	Unreasonable suspension	Preliminary Investigation - Not Sustained - Explanation Given
075573	Unreasonable delay in reinstating licence	Preliminary Investigation - Not Sustained - Explanation Given
075935	Unreasonable investigation	Declined - Out of Time
Motor Accident Commission		
073389	Unreasonable requirement to share responsibility for claim	Declined - Alternate Remedy
073456	Unreasonable delay in approving interim payment	Preliminary Investigation - Partly Resolved in Favour of Complainant
073899	Failure to provide insurance payments in a timely manner	Advice Given - Referred to Agency
073940	Unreasonable treatment	Outside of Jurisdiction
075398	Unreasonable delay in forwarding payment	Preliminary Investigation - Reasonable Resolution
075653	Unreasonable charge for Emergency Services Levy	Advice Given - Referred to Agency
Native Vegetation Council		
072427	Failure to register restriction on title	Preliminary Investigation - Not Sustained - Explanation Given
North Western Adelaide Health Service		
075057	Unreasonable attitude regarding assessment	Advice Given - Referred to Agency

Nurses Board of SA

071251	Alleged unprofessional management of investigations	Declined - Refused to Investigate
071454	Unreasonable investigation process	Full Investigation - Not Sustained - Explanation Given
073568	Unreasonable decision to refuse to accept cash payment	Advice Given - Other/General
073594	Unreasonable method of payment for annual practicing certificate	Preliminary Investigation - Not Sustained - Explanation Given

Public Advocate

073048	Lack of action regarding complaint	Preliminary Investigation - Partly Resolved in Favour of Complainant
073234	Unreasonable refusal to investigate complaint	Preliminary Investigation - Not Sustained - Explanation Given
074416	Unreasonable appointment of guardian	Advice Given - Referred to Agency
075293	Failure to provide service	Withdrawn by Complainant

Public Trustee

071536	Unreasonable refusal to return vehicle	Preliminary Investigation - Reasonable Resolution
072532	Inadequate management of financial affairs	Preliminary Investigation - Partly Resolved in Favour of Complainant
072655	Unreasonable administration of affairs without authority	Declined - Refused to Investigate
072921	Unreasonable administration of estate	Preliminary Investigation - Reasonable Resolution
073092	Unreasonably treated by staff	Advice Given - Referred to Agency
073122	Unreasonable delay in finalising estate	Advice Given - Referred to Agency
073142	Alleged failure to pay account	Preliminary Investigation - Not Sustained - Explanation Given
073272	Unreasonable refusal to provide funds as requested	Advice Given - Referred to Agency
073405	Lack of information provided regarding deceased estate	Preliminary Investigation - Reasonable Resolution
073409	Unreasonable delay in providing information about deceased estate	Preliminary Investigation - Not Sustained - Explanation Given
073426	Failure to respond to request for payment of debt	Preliminary Investigation - Not Sustained
073427	Failure to give adequate explanations for financial decisions	Advice Given - Other/General
073473	Unreasonable decision to refuse request for additional funds	Advice Given - Referred to Agency
073580	Unreasonable delay in processing deceased estate	Preliminary Investigation - Not Sustained - Explanation Given
073632	Unreasonable delay in finalising estate	Declined - Alternate Remedy
073700	Alleged error in managing funds	Advice Given - Referred to Agency
073812	Unreasonable refusal to pay funds for ancillary funeral expenses	Advice Given - Referred to Agency
073871	Alleged inappropriate action taken in regards to mother's estate	Advice Given - Other/General
073884	Alleged denial of access to financial records	Advice Given - Referred to Agency
073918	Alleged administrative error	Advice Given - Referred to Agency
073988	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
074000	Alleged lack of response	Preliminary Investigation - Partly Resolved in Favour of Complainant
074035	Unreasonable delay in providing debt details	Preliminary Investigation - Reasonable Resolution
074181	Disputed account	Advice Given - Other/General
074273	Unreasonable delay in depositing cheque	Preliminary Investigation - Not Sustained - Explanation Given
074294	Unreasonable delay in finalising estate	Preliminary Investigation - Reasonable Resolution
074299	Unreasonable delay in completing property transfer	Preliminary Investigation - Reasonable Resolution
074302	Unreasonable administrative delay	Preliminary Investigation - Partly Resolved in Favour of Complainant
074331	Unreasonable imposition of order	Advice Given - Other/General
074346	Unreasonable handling of estate	Preliminary Investigation - Not Sustained - Explanation Given
074353	Unreasonable delay in responding to written communication	Withdrawn by Complainant
074372	Unreasonable management of finances	Advice Given - Referred to Agency
074385	Unreasonable allocation of decreased funds	Preliminary Investigation - Not Sustained - Explanation Given
074703	Refusal to access funds for specific purchase	Advice Given - Referred to Agency
074704	Failure to provide requested documentation	Advice Given - Referred to Agency
074807	Alleged mismanagement of estate	Advice Given - Referred to Agency
074833	Unreasonable management of father's estate	Advice Given - Referred to Agency
074837	Lack of assistance with distribution of brother's will	Advice Given - Referred to Agency
074866	Unreasonable management of affairs	Advice Given - Referred to Agency
074912	Inadequate handling of deceased estate	Preliminary Investigation - Not Sustained - Explanation Given
074937	Failure to give reasons for decisions in handling deceased estate	Advice Given - Referred to Agency
075003	Unreasonable management of mother's estate	Advice Given - Referred to Agency
075011	Incorrect interest earned on funds	Preliminary Investigation - Partly Resolved in Favour of Complainant
075017	Alleged incorrect altering of will	Preliminary Investigation - Not Sustained
075033	Unreasonable refusal to forward payment	Preliminary Investigation - Not Sustained - Explanation Given
075128	Unreasonable lack of communication	Preliminary Investigation - Partly Resolved in Favour of Complainant
075152	Unreasonable handling of deceased estate	Preliminary Investigation - Not Sustained - Explanation Given
075221	Unreasonable lack of response	Preliminary Investigation - Reasonable Resolution
075233	Unreasonable treatment	Advice Given - Referred to Agency
075255	Unreasonable delay in paying of bills	Preliminary Investigation - Partly Resolved in Favour of Complainant
075335	Incorrect funds held	Advice Given - Referred to Agency
075399	Unreasonable delay in administering mother's will	Preliminary Investigation - Not Sustained - Explanation Given
075440	Unreasonable withholding of funds	Preliminary Investigation - Reasonable Resolution
075485	Unreasonable management of finances	Preliminary Investigation - Partly Resolved in Favour of Complainant
075546	Alleged discriminatory practices in relation to deceased estate	Preliminary Investigation - Not Sustained - Explanation Given
075547	Failure to finalise administration order	Preliminary Investigation - Reasonable Resolution
075734	Refusal to forward payment	Preliminary Investigation - Reasonable Resolution
075801	Alleged lack of assistance in regards to wife's estate	Advice Given - Referred to Agency
075849	Refusal to release funds	Advice Given - Referred to Agency
075908	Unreasonable delay in providing paperwork	Advice Given - Referred to Agency
075970	Alleged lack of communication	Preliminary Investigation - Not Sustained - Explanation Given
075981	Alleged lack of action regarding deceased estate	Preliminary Investigation - Not Sustained - Explanation Given
076010	Unreasonable refusal of loan	Advice Given - Referred to Agency
076012	Unreasonable lack/delay in response	Preliminary Investigation - Not Sustained - Explanation Given
076040	Unreasonable refusal to provide funds	Preliminary Investigation - Not Sustained - Explanation Given

Renmark Paringa District Hospital Inc

075027	Request for advice	Advice Given - Other/General
075645	Failure to provide medical records	Outside of Jurisdiction

RSPCA Inspectorate

074233	Unreasonable administrative decision	Preliminary Investigation - Reasonable Resolution
074687	Unreasonable administrative decision	Preliminary Investigation - Partly Resolved in Favour of Complainant

SA Ambulance Service

072510	Unreasonable refusal to pay account for requested report	Preliminary Investigation - Not Sustained - Explanation Given
073187	Unreasonable refusal to waive transport account	Preliminary Investigation - Not Sustained - Explanation Given
073491	Unreasonable response to request for attendance	Advice Given - Other/General
073601	Unreasonable refusal to investigate complaint	Advice Given - Referred to Agency
073890	Alleged failure to inform of financial problem	Preliminary Investigation - Reasonable Resolution
073971	Refusal to waive fee	Advice Given - Other/General

074149	Unreasonable requirement to pay account	Preliminary Investigation - Reasonable Resolution
074362	Unreasonable administrative process	Advice Given - Other/General
074515	Disputed fee	Preliminary Investigation - Not Sustained - Explanation Given
074961	Unreasonable requirement to pay account	Advice Given - Referred to Agency
075352	Unfair fine for lapsed ambulance cover	Advice Given - Referred to Agency
075535	Unreasonable action	Advice Given - Referred to Agency
075617	Refusal to waive service fee	Advice Given - Other/General
075857	Unreasonable refusal to waive fee	Advice Given - Referred to Agency
075937	Unreasonable demand for payment for ambulance transport	Preliminary Investigation - Not Sustained - Explanation Given
SA Community Housing Authority		
073406	Lack of communication	Advice Given - Referred to Agency
073872	Inadequate investigation of complaint	Advice Given - Other/General
073969	Inadequate complaint handling	Preliminary Investigation - Reasonable Resolution
073996	Unreasonable decision to evict	Advice Given - Other/General
074860	Failure to intervene	Advice Given - Referred to Agency
075041	Unreasonable refusal to accept termination of committee	Preliminary Investigation - Reasonable Resolution
SA Psychological Board		
074223	Alleged failure to respond	Withdrawn by Complainant
SA Tourism Commission		
073157	Unreasonable refusal of grant	Preliminary Investigation - Not Sustained - Explanation Given
073962	Alleged administrative error causing financial hardship	Preliminary Investigation - Not Sustained - Explanation Given
075351	Alleged discrimination	Advice Given - Other/General
Senior Secondary Assessment Board of SA		
073345	Unreasonable refusal of special provisions	Withdrawn by Complainant
South Australian Tertiary Admissions Centre		
074948	Unreasonable admission refusal	Advice Given - Referred to Agency
075165	Alleged incorrect information provided	Preliminary Investigation - Not Sustained
Southern Adelaide Health Service		
073280	Inappropriately released documents	Advice Given - Referred to Agency
073307	Alleged misplaced photographs	Advice Given - Referred to Agency
075153	Unreasonable imposition of fee	Outside of Jurisdiction
State Emergency Service		
071810	Unreasonable suspension	Preliminary Investigation - Partly Resolved in Favour of Complainant
Super SA Board		
073159	Unreasonable refusal of disability benefit	Advice Given - Referred to Agency
073368	Refusal to transfer funds to preferred scheme	Preliminary Investigation - Partly Resolved in Favour of Complainant
073432	Alleged underpayment of superannuation	Preliminary Investigation - Not Sustained - Explanation Given
073468	Incorrect information resulted in financial loss	Withdrawn by Complainant
073485	Alleged incorrect method of calculating entitlements	Advice Given - Referred to Agency
073956	Unreasonable charge	Advice Given - Referred to Agency
074400	Unreasonable administrative policy	Preliminary Investigation - Reasonable Resolution
074830	Unreasonable delay in processing application	Advice Given - Referred to Agency
075413	Unreasonable handling of transfer of funds	Preliminary Investigation - Not Sustained - Explanation Given
075746	Unreasonable denial of payment	Preliminary Investigation - Not Sustained - Explanation Given
075769	Lack of explanation to enquiry	Preliminary Investigation - Not Sustained - Explanation Given
075784	Unreasonable refusal to make part payment	Advice Given - Referred to Agency
076060	Unreasonable refusal to release funds	Advice Given - Other/General
Technical Regulator		
075343	Alleged misleading advice	Advice Given - Referred to Agency
University of Adelaide Council		
072033	Failure to adequately address complaint	Full Investigation - Not Sustained - Explanation Given
072305	Failure to make adequate allowance for medical condition	Full Investigation - Reasonable Resolution
073212	Unfair practice	Preliminary Investigation - Not Sustained - Explanation Given
073503	Unreasonable response to request for information	Preliminary Investigation - Reasonable Resolution
074005	Unreasonable administrative process	Preliminary Investigation - Not Sustained - Explanation Given
074141	Unreasonable decision to deny continuation of studies	Advice Given - Advice Given to Agency
074293	Unreasonable refusal to sit for exams	Advice Given - Referred to Agency
074779	Unreasonable decision	Preliminary Investigation - Not Sustained - Explanation Given
074811	Unreasonable preclusion	Advice Given - Other/General
074857	Unreasonable administrative decision	Withdrawn by Complainant
074878	Unreasonable refusal to grant medical supplies	Advice Given - Referred to Agency
075089	Unreasonable condition of entry requirements	Advice Given - Referred to Agency
University of South Australia Council		
070416	Unreasonable assessment of clinical placement	Preliminary Investigation - Not Sustained - Explanation Given
071109	Unreasonable exclusion from study group	Preliminary Investigation - Not Sustained
072611	Failure to provide adequate instructions	Preliminary Investigation - Not Sustained - Explanation Given
072635	Unreasonable alteration to course agreement	Preliminary Investigation - Not Sustained - Explanation Given
073119	Alleged discriminatory practices	Advice Given - Referred to Agency
073215	Unreasonable refusal to waive late payment fee	Advice Given - Other/General
073699	Unreasonable decision to refuse access to courses	Advice Given - Other/General
073859	Inadequate investigation of complaint	Advice Given - Referred to Agency
073902	Unreasonable exclusion	Preliminary Investigation - Not Sustained
073976	Unreasonable preclusion from course	Advice Given - Referred to Agency
074098	Unreasonable decision to fail student	Advice Given - Referred to Agency
074377	Unreasonable treatment in regards to results of examinations	Preliminary Investigation - Not Sustained - Explanation Given
074865	Unreasonable refusal to approve application for admission	Advice Given - Referred to Agency
075158	Unreasonable preclusion from program	Advice Given - Referred to Agency
075199	Unfair treatment	Advice Given - Referred to Agency
075561	Unreasonable investigation of complaint	Outside of Jurisdiction
075899	Unreasonable marks given for assignment completed	Advice Given - Referred to Agency
Whyalla Hospital & Health Service		
075588	Unreasonable fee	Preliminary Investigation - Not Sustained - Explanation Given
WorkCover Corporation		
073020	Unreasonable use of information obtained in court proceedings	Declined - Refused to Investigate
073099	Unreasonable increase in levy	Advice Given - Referred to Agency
073118	Unreasonable imposition of fine	Advice Given - Referred to Agency
073132	Unreasonable decision to cease support	Advice Given - Referred to Agency

073181	Unreasonable decision to cease medication	Advice Given - Referred to Agency
073200	Alleged inequitable settlement offered	Advice Given - Other/General
073214	Inadequate service	Advice Given - Referred to Agency
073233	Unreasonable delay in finalising claim	Advice Given - Referred to Agency
073268	Unreasonable handling of claim	Advice Given - Referred to Agency
073278	Unreasonable refusal of medical treatment	Advice Given - Referred to Agency
073297	Unreasonable imposition of fine	Preliminary Investigation - Not Sustained - Explanation Given
073322	Unreasonable delay in processing claim	Preliminary Investigation - Not Sustained - Explanation Given
073344	Unreasonable treatment	Preliminary Investigation - Reasonable Resolution
073351	Alleged loss of claim information	Advice Given - Referred to Agency
073364	Unreasonable action in breach of legislation	Advice Given - Other/General
073372	Unreasonable management of claim	Advice Given - Referred to Agency
073394	Incorrect levy charged	Advice Given - Referred to Agency
073467	Request for Ombudsman documentation under FOI	Preliminary Investigation - Not Sustained - Explanation Given
073574	Alleged underpayment of worker's compensation	Preliminary Investigation - Not Sustained - Explanation Given
073583	Inappropriate use of WorkCover Act to seize bank documents	Declined - Refused to Investigate
073610	Unreasonable refusal to provide payment for work completed	Advice Given - Referred to Agency
073669	Unreasonable delay in processing claim	Preliminary Investigation - Reasonable Resolution
073706	Unreasonable imposition of penalty for non-payment	Advice Given - Referred to Agency
073730	Unreasonable management of claim	Outside of Jurisdiction
073746	Unreasonable penalty for late payment	Preliminary Investigation - Partly Resolved in Favour of Complainant
073854	Alleged lack of information provided regarding claim	Advice Given - Referred to Agency
073909	Unreasonable imposition of fine	Preliminary Investigation - Reasonable Resolution
073936	Unreasonable decision to investigate claim	Advice Given - Other/General
073973	Unreasonable fee	Advice Given - Referred to Agency
073992	Request for clarification of investigator's role	Advice Given - Referred to Agency
074037	Unreasonable management of claim	Withdrawn by Complainant
074066	Unreasonable debt incurred	Advice Given - Referred to Agency
074074	Unreasonable delay in providing payment	Preliminary Investigation - Not Sustained - Explanation Given
074163	Unreasonable request for final payment of levy	Advice Given - Other/General
074175	Alleged lack of information	Advice Given - Referred to Agency
074309	Unreasonable management of claim	Advice Given - Referred to Agency
074431	Unreasonable delay in finalising claim	Advice Given - Referred to Agency
074446	Unreasonable administrative decision	Advice Given - Referred to Agency
074448	Unreasonable management of claim	Preliminary Investigation - Not Sustained - Explanation Given
074449	Unreasonable management of claim	Advice Given - Referred to Agency
074495	Lack of cooperation regarding providing general policy information	Advice Given - Referred to Agency
074541	Unreasonable management of claim	Preliminary Investigation - Partly Resolved in Favour of Complainant
074567	Unreasonable policy change	Advice Given - Other/General
074599	Alleged incorrect payment issued	Advice Given - Referred to Agency
074609	Unreasonable decision to apply fine for late payment of levy	Preliminary Investigation - Not Sustained - Explanation Given
074612	Unreasonable handling of claim	Declined - Refused to Investigate
074692	Alleged inadequate financial conduct	Declined - Refused to Investigate
074718	Unreasonable calculation of levy	Advice Given - Referred to Agency
074736	Unreasonable management of claim	Advice Given - Referred to Agency
074752	Unreasonable handling of claim	Advice Given - Referred to Agency
074755	Unreasonable delay in paying funds	Advice Given - Referred to Agency
074842	Unreasonable penalty incurred for late payment	Preliminary Investigation - Not Sustained
074847	Unreasonable management of claim	Advice Given - Referred to Agency
075030	Unreasonable lack of action	Preliminary Investigation - Reasonable Resolution
075056	Advice sought regarding medical treatment for old work injury	Advice Given - Referred to Agency
075072	Unreasonable waiting time for payments to commence	Preliminary Investigation - Partly Resolved in Favour of Complainant
075117	Unreasonable financial penalty	Preliminary Investigation - Not Sustained - Explanation Given
075261	Unreasonable expectation with regard to duties of injured staff	Preliminary Investigation - Partly Resolved in Favour of Complainant
075369	Unreasonable late fine	Advice Given - Referred to Agency
075392	Alleged lack of assistance regarding claim	Advice Given - Referred to Agency
075448	Unreasonable delay in paying out settlement	Withdrawn by Complainant
075480	Unreasonable cessation of payments	Advice Given - Referred to Agency
075537	Unreasonable refusal to amend incorrect information	Advice Given - Other/General
075589	Unreasonable handling of claim	Preliminary Investigation - Not Sustained - Explanation Given
075608	Unreasonable late fee	Advice Given - Referred to Agency
075682	Unreasonable information provided	Advice Given - Referred to Agency
075687	Delay in finalising claim	Advice Given - Referred to Agency
075733	Alleged lack of information regarding new policies	Advice Given - Referred to Agency

Audit Files Audits finalised From 1 July 2007 to 30 June 2008		
	Audi Completed	Total
Audit File	1	1
District Council of Robe	1	1
Total	2	2

Audit Files Audits finalised From 1 July 2007 to 30 June 2008		
Audit File		
068119	General Local Government Audit File	Audit Completed
District Council of Robe		
068103	Council making lawful delegations under the Local Government Act	Audit Completed