

MINISTER FOR TOURISM — PORTFOLIOS — COMPLAINTS

3558. Mr Z.R.F. Kirkup to the Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; Citizenship and Multicultural Interests:

In respect of the Minister's portfolio responsibilities for departments, agencies, and publicly owned corporations:

- (a) During the 2016–17 financial year:
 - (i) How many complaints were received by the department;
 - (ii) How many complaints were successfully resolved and closed;
 - (iii) How many complaints are pending action; and
 - (iv) How many complaints were unable to be resolved; and
- (b) During the 2017–18 financial year:
 - (i) How many complaints were received by the department;
 - (ii) How many complaints were successfully resolved and closed;
 - (iii) How many complaints are pending action; and
 - (iv) How many complaints were unable to be resolved?

Mr P. Papalia replied:

Tourism Portfolio

Tourism Western Australia

- (a)
 - (i) 56
 - (ii) 56
 - (iii) none.
 - (iv) none.
- (b) Please refer to Legislative Assembly Question on Notice 3547.

Rottneest Island Authority

Please refer to Legislative Assembly Question on Notice 3550.

Racing and Gaming Portfolio

Racing, Gaming and Liquor Division

- (a)
 - (i) 1
 - (ii) 1
 - (iii) Nil.
 - (iv) Nil.
- (b) For the Racing, Gaming and Liquor Division of the Department of Local Government, Sport and Cultural Industries please refer to Legislative Assembly Question on Notice 3554

Racing and Wagering Western Australia (RWWA)

- (a)
 - (i) 2,863*
 - (ii) 2,862
 - (iii) Nil.
 - (iv) 1**
- (b)
 - (i) 2,528*
 - (ii) 2,519
 - (iii) 9**
 - (iv) Nil.

* Note: Customer feedback database does not distinguish complaint versus compliment.

** The unresolved/pending complaints relate to racing industry participant financial disputes and Stewards inquiries.

Western Australian Greyhound Racing Association (WAGRA)

- (a) (i) 1
- (ii) Nil.
- (iii) Nil.
- (iv) 1
- (b) (i) Nil.
- (ii) Nil.
- (iii) Nil.
- (iv) Nil.

Burswood Park Board (BPB)

- (a) (i) 5
- (ii) 5
- (iii) Nil.
- (iv) Nil.
- (b) (i) 2
- (ii) 2
- (iii) Nil.
- (iv) Nil.

Small Business Portfolio

Small Business Development Corporation

- (a) (i) One.
- (ii) One.
- (iii) Nil.
- (iv) Nil.
- (b) (i) One.
- (ii) One.
- (iii) Nil.
- (iv) Nil.

Defence Issues Portfolio

- (a) (i)–(iv) Nil.
- (b) Please refer to Legislative Assembly Question on Notice 3547.

Citizenship and Multicultural Interests Portfolio

Please refer to Legislative Assembly Question on Notice 3554.