

MINISTER FOR TOURISM — PORTFOLIOS — COMPLAINTS

424. 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) For the 2014-15 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) For the 2015-16 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 WA

- (a)
 - (i) 1.
 - (ii) 1.
 - (iii)–(iv) Not applicable.
- (b)
 - (i) 1.
 - (ii) 1.
 - (iii)–(iv) Not applicable.

Racing and Gaming Portfolio

Burswood Park Board

- (i) 4.
- (ii) 4.
- (iii)–(iv) Nil.
- (i) 5.
- (ii) 5.
- (iii)–(iv) Nil.

Department of Racing, Gaming and Liquor

- (i) 1.
- (ii) 1.
- (iii)–(iv) Nil.
- (i) 2.
- (ii) 2.
- (iii)–(iv) Nil.

Racing and Wagering Western Australia

- (i) 2 479.
- (ii) 2 476.
- (iii) 1.
- (iv) 2.
- (i) 2 131.
- (ii) 2 129.

(iii) Nil.

(iv) 2.

Western Australian Greyhound Racing Association

(a) (i)–(iv) Nil.

(b) (i)–(iv) Nil.

Small Business Portfolio

Small Business Development Corporation

(a) (i) 3.

(ii) 3.

(iii)–(iv) Nil.

(b) (i) 3.

(ii) 3.

(iii)–(iv) Nil.

Defence Issues Portfolio

Defence West (as part of the Department of Commerce)

(a) (i)–(iv) Nil.

(b) (i)–(iv) Nil.

Citizenship and Multicultural Interests Portfolio

Office of Multicultural Interests (as part of the Department of Local Government and Communities)

(a) (i) 1.

(ii) 1.

(iii)–(iv) Nil.

(b) (i)–(iv) Nil.