

MINISTER FOR EDUCATION AND TRAINING — PORTFOLIO — COMPLAINTS

433. Mr Z.R.F. Kirkup to the minister representing the Minister for Education and Training:

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:

Department of Education

- (a)
 - (i) 754.
 - (ii) 775.
 - (iii) 416.
 - (iv) 6.
- (b)
 - (i) 758.
 - (ii) 840.
 - (iii) 340.
 - (iv) 21.

The number of complaints that were unable to be resolved for 2015-16 is significantly higher than 2014-15 because 18 of those allegations related to one respondent.

Country High School Hostels Authority

- (a)
 - (i) 4.
 - (ii) 4.
 - (iii) Nil.
 - (iv) Nil.
- (b)
 - (i) 11.
 - (ii) 5.
 - (iii) 6.
 - (iv) Nil.

Department Education Services

- (a)
 - (i) 39.
 - (ii) 30.
 - (iii) Nil.
 - (iv) Nil.
- (b)
 - (i) 75.
 - (ii) 75.
 - (iii) Nil.
 - (iv) Nil.

School Curriculum and Standards Authority

- (a)
 - (i) 8.

- (ii) 8.
- (iii) Nil.
- (iv) Nil.
- (b) (i) 10.
- (ii) 10.
- (iii) Nil.
- (iv) Nil.

Department of Training and Workforce Development

- (a) (i) 6.
- (ii) 6.
- (iii) Nil.
- (iv) Nil.
- (b) (i) 33.
- (ii) 33.
- (iii) Nil.
- (iv) Nil.

North Metropolitan TAFE

- (a) (i)–(iv) N/A.
- (b) (i) 21.
- (ii) 21.
- (iii) Nil.
- (iv) Nil.

South Metropolitan TAFE

- (a) (i)–(iv) N/A.
- (b) (i) 46.
- (ii) 46.
- (iii) Nil.
- (iv) Nil.

North Regional TAFE

- (a) (i)–(iv) N/A.
- (b) (i) Nil.
- (ii) Nil.
- (iii) Nil.
- (iv) Nil.

Central Regional TAFE

- (a) (i)–(iv) N/A.
- (b) (i) 2.
- (ii) 2.
- (iii) Nil.
- (iv) Nil.

South Regional TAFE

- (a) (i)–(iv) N/A.
- (b) (i) 36.
- (ii) 36.
- (iii) Nil.

(iv) Nil.

Prior to 11 April 2016, there were 11 TAFE colleges (known as State Training Providers) which had no central complaints repositories. As a result, the current TAFE colleges can only report on complaints received from 11 April 2016 onwards.

Building Construction Industry Training Fund

(a) (i) Nil.

(ii) Nil.

(iii) Nil.

(iv) Nil.

(b) (i) 1.

(ii) 1.

(iii) Nil.

(iv) Nil.