

GOVERNMENT DEPARTMENTS AND AGENCIES — COMPLAINTS MANAGEMENT UNIT

1078. Hon Ljiljanna Ravlich to the Parliamentary Secretary representing the Attorney General

For each Department and Agency within the Attorney General's portfolios, -

- (1) Does the agency have a complaints management unit?
- (2) If yes to (1), how many complaints have been received by the agency since 23 September 2008?
- (3) What are the categories of complaints received?
- (4) What is the nature of complaints in each category?
- (5) How many of the total complaints fall into each category?
- (6) How many complaints in each category are under investigation by the CCC?

Hon MICHAEL MISCHIN replied:

Commissioner for Children and Young People

- (1) Yes
- (2) 1
- (3) Complaints broadly categorised as:
 - complaints about Commissioner for Children and Young People (CCYP) policies, staff or procedures;
 - complaints or allegations about a breach of legislation, policy, procedure or contract that may be serious enough to warrant criminal investigation;
 - complaints or allegations about misconduct of a CCYP staff member; and
 - allegations under Public Interest Disclosure Registration.
- (4) Refer to (3)
- (5) 1 complaint about CCYP procedure.
- (6) Nil

Department of Corrective Services

- (1) Yes
- (2) As at 12 August 2009, the number of complaints received by ACCESS is 688, and the number of complaints received by IIU is 275.
- (3) ACCESS categories of complaints received are:

Assault, Assault Local Investigation, Breach Code of Conduct/Ethics, Breach of Adult Custodial Rules, Breach of Confidentiality, Breach of Legislation, Breach of Standards, Canteen Management, Catering, Cell Conditions, Communication, Conflict of Interest, Contracted Services, Department of the Attorney General, Dissatisfaction Regarding DCS Decisions, Education, Equal Opportunity, Facilities, Formal Grievance, Human Resources, Informal Grievance, Medical, Neglect, Neglect Local Investigation, Offender Management, Other, Pending Final Determination, Property, Searching, Security, Stealing, Threatening Behaviour, Threatening Behaviour Local Investigation, Transfers, Unapproved Secondary Employment, Unapproved Secondary Employment Local Investigation, Visits, Unspecified.

IIU categories of complaints received are:

Assault, Breach of Confidentiality, Breach of DCS Computer and Telecoms Facilities Policy, Conflict of Interest, Corruption, Critical Incident Review, Escape Lawful Custody, Excessive Force, False Report, Falsify Document, Falsify Evidence, Fraud, Hinder Investigation, Improper Association, Inappropriate Use of Resources, Misconduct, Neglect of Duty, Restricted, Sexual Assault, Stealing, Threatening Behaviour, Trafficking — Contraband, Trafficking — Drugs, Unapproved Secondary Employment, Unlawful Release.

- (4) Same as per (3).
- (5) ACCESS Branch complaints received
Assault

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Hon Ljiljana Ravlich; Hon

Assault Local Inv	0
Breach Code of Conduct/Ethics	93
Breach of Adult Custodial Rules	3
Breach of Confidentiality	2
Breach of Legislation	1
Breach of Standards	25
Canteen Management	8
Catering	4
Cell Conditions	8
Communication	16
Conflict of Interest	0
Contracted Services	8
Department of the Attorney General	4
Dissatisfaction Regarding DCS Decisions	12
Education	17
Equal Opportunity	2
Facilities	20
Formal Grievance	6
Human Resources	43
Informal Grievance	5
Medical	85
Neglect	1
Neglect Local Inv	0
Offender Management	216
Other	45
Pending Final Determination	4
Property	27
Searching	3
Security	0
Stealing	0
Threatening Behaviour	1
Threatening Behaviour Local Inv	0
Transfers	4
Unapproved Secondary Employment	0
Unapproved Secondary Employment Local Inv	1
Visits	21
Unspecified	0
TOTAL	688

IIU Complaints Received

Assault	40
Breach of Confidentiality	28
Breach of DCS Computer and Telecoms	
Facilities Policy	6
Conflict of Interest	3
Corruption	0
Critical Incident Review	0
Escape Lawful Custody	0
Excessive Force	3
False Report	2
Falsify Document	10
Falsify Evidence	0
Fraud	3
Hinder Investigation	2
Improper Association	17
Inappropriate Use of Resources	7
Misconduct	118
Neglect of Duty	11
Restricted	0
Sexual Assault	4
Stealing	9

Threatening Behaviour	2
Trafficking — Contraband	2
Trafficking — Drugs	5
Unapproved Secondary Employment	3
Unlawful Release	0
TOTAL	275

- (6) This information is unable to be disclosed due to legislative requirements.

Department of the Attorney General

- (1) The Department of the Attorney General has one officer whose responsibilities include managing and administering the Customer Feedback Management System (CFMS).
- (2) The Department of the Attorney General received 405 feedback submissions between 23 September 2008 and 13 August 2009, of which 258 were complaints.
- (3)-(4) Please refer to the response to (5).
- (5) The total complaints received in each category are as follows:
- Legal — 154
 - Policies and Procedures — 29
 - Service Delivery — 28
 - Other — 47

- (6) One complaint in the staff category was referred to the CCC.

Equal Opportunity Commission of WA

- (1) The Equal Opportunity Commission does have a complaint management unit.
- (2) 2 complaints have been received since 23 September 2008.
- (3) The categories of complaints received are against the conciliation section.
- (4) The nature of the complaints were from respondents to complaints of unfair discrimination expressing concern about bias in the investigation and conciliation process. One complaint was anonymous.
- (5) 2 complaints fall in the one category.
- (6) There are no complaints under investigation by the Corruption and Crime Commission.

Law Reform Commission of WA

- (1) No
- (2)-(6) Not applicable

Legal Aid Commission of WA

- (1) No
- (2) Not applicable
- (3) Complaint Categories are: (a) Refusal of Aid; (b) Other Party Receiving Aid; (c) Against Legal Aid Commission of WA (LAWA) Staff Member; (d) Against LAWA Service; (e) Against Assigned Private Practitioner.
- (4) (a) The complaint is made as a result of the client's application for a grant of aid being refused.
(b) The complaint is made as a result of a grant of aid being approved for the Other Party.
(c) The complaint is made against the actions of a Legal Aid WA staff member.
(d) The complaint is made about a particular service offered by Legal Aid WA.
(e) The complaint is made against the actions of an assigned private practitioner representing the client.
- (5) (a) 4
(b) 2
(c) 15
(d) 7
(e) 10
- (6) None

Office of the Director of Public Prosecutions

- (1) No.
- (2)-(6) Not applicable.

Office of the Information Commissioner

- (1) No.
- (2)-(6) Not applicable.