

GOVERNMENT DEPARTMENTS AND AGENCIES — COMPLAINTS MANAGEMENT UNIT

1302. Hon Ljiljanna Ravlich to the Parliamentary Secretary representing the Attorney General

For each Department and Agency within the Minister'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 Corruption and Crime Commission?

Hon MICHAEL MISCHIN replied:

Commissioner for Children and Young People; Office of the Information Commissioner; Law Reform Commission of Western Australia; Office of the Director of Public Prosecutions; Office of the Information Commissioner advise:

(1)-(6) As at 21 October 2009, please refer to Legislative Council Question on Notice 1078.

Corruption and Crime Commission of WA

- (1) No.

Under section 196(4) of the Corruption and Crime Commission Act 2003 the Commission is to: "...notify the Parliamentary Inspector whenever it receives an allegation that concerns, or may concern, an officer of the Commission and at any time the Parliamentary Inspector may review the Commission's acts and proceedings with respect to its consideration of such an allegation."

- (2)-(6) Not applicable

Department of Corrective Services

- (1) Yes.

- (2) For the period from 23 September 2008 to 27 October 2009, the number of complaints received by ACCESS is 791. For the same period the number of complaints received by IIU is 341.

- (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, Assault — Staff on Staff, Breach of Confidentiality, Breach of DCS Computer and Telecoms Facilities Policy, Breach Computer Policy, Breach of DCS resource policy, Breach of Security, 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, Serious Misconduct, Self Harm, Attempted Self Harm, Stealing, Threatening Behaviour, Trafficking, Trafficking -Contraband, Trafficking -Drugs, Trafficking Unauthorised items, Unapproved Secondary Employment, Unlawful Release.

- (4) As per the response to (3).

- (5) ACCESS Branch complaints received:

Assault 2

Assault Local Investigation 0

Breach Code of Conduct/Ethics 97
Breach of Adult Custodial Rules 3
Breach of Confidentiality 1
Breach of Legislation 0
Breach of Standards 25
Canteen Management 8
Catering 4
Cell Conditions 8
Communication 19
Conflict of Interest 0
Contracted Services 8
Department of the Attorney General 4
Dissatisfaction Regarding DCS Decisions 12
Education 17
Equal Opportunity 2
Facilities 21
Formal Grievance 6
Human Resources 44
Informal Grievance 97
Medical 85
Neglect 1
Neglect Local Investigation 0
Offender Management 222
Other 44
Pending Final Determination 2
Property 28
Searching 4
Security 0
Stealing 0
Threatening Behaviour 1
Threatening Behaviour Local Investigation 0
Transfers 4
Unapproved Secondary Employment 0
Unapproved Secondary Employment Local Investigation 0
Visits 22
Unspecified 0
TOTAL 791

IIU Complaints Received:

Assault 52
Assault — Staff on Staff 1
Breach of Confidentiality 35
Breach of DCS Computer and Telecoms Facilities Policy 9
Breach Computer Policy 1
Breach of DCS Resource Policy 8
Breach of Security 1
Conflict of Interest 6
Corruption 0
Critical Incident Review 0
Escape Lawful Custody 0
Excessive Force 3
False Report 2
Falsify Document 10
Falsify Evidence 0
Fraud 5
Hinder Investigation 4
Improper Association 23
Inappropriate Use of Resources 2
Misconduct 124
Neglect of Duty 16
Restricted 0

Sexual Assault 5
Serious Misconduct 1
Self Harm 1
Attempted Self Harm 1
Stealing 15
Threatening Behaviour 4
Trafficking 3
Trafficking - Contraband 0
Trafficking - Drugs 5
Trafficking Unauthorised Items 1
Unapproved Secondary Employment 3
Unlawful Release 0
TOTAL 341

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 (CFSM).
- (2) The Department of the Attorney General received 514 feedback submissions between 23 September 2008 and 27 October 2009, of which 324 were complaints.
- (3)-(4) Please refer to the response to (5).
- (5) The total complaints received in each category are as follows:
Service Delivery — 193
Legal — 36
Policy and Procedures — 32
Other — 63

- (6) Nil.

Equal Opportunity Commission

- (1) The Equal Opportunity Commission does have a complaint management unit.
- (2) Three (3) 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 was from respondents to complaints of unfair discrimination expressing concern about bias in the investigation and conciliation process. One complaint was anonymous.
- (5) Three (3) complaints fall in the one category.
- (6) Nil.

Legal Aid Commission of Western Australia

- (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) 3
 - (c) 16
 - (d) 8
 - (e) 10

(6) Nil.