

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

**SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE
2007-08 ADDITIONAL ESTIMATES HEARING**

Outcome **7**

DEEWR Question No. EW104_08

Senator Boyce asked on 21 February 2008, EEWPR Proof Hansard page 12.

Question

Complaints

Do we have a figure on how many of those would go to a contract manager? How many of them have been resolved?

Answer

Complaints

Departmental data does not distinguish between complaints resolved by contract managers and those resolved by customer service officers.

Of the around 9,700 complaints that were recorded in the Department's employment services complaints management system for the first six months of the 2007-08 financial year 100% have been finalised.