

COMMITTEE INQUIRY QUESTION

(Question No.1)

Senator Janet Rice asked the Department of Defence, upon notice, on 22 September 2021:

Senator Janet Rice: How many complaints does defence deal with per year?

Tony Fraser: I'll have to take on notice for the broader total Defence complaints chair, but in relation to procurement Fran please.

Francesca Rush: I don't have the specific numbers chair, but it's in the 100's chair, having said that the thoroughness of the process does mean that we do take time to investigate and the like. Given the commercial value to usually the complainants there is quite a time to process that. Through this judicial review regime, we have found we have systematised that process in terms of reviews so we can push that question out to the adviser who's going to assist us with that review quickly, with a view of trying to revert as soon as possible to the complainants, and explain the findings of the reviewers.

Senator Janet Rice – The Department of Defence provides the following answer to the Senator's question:

Defence manages approximately 2,500 formal complaints per year. This figure is Defence enterprise wide and includes personnel and procurement related complaints. Complaints received and investigated by the Inspector General-ADF are not included in this total.