

## **Senate Community Affairs References Committee**

### **DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE**

**PUBLIC HEARING 19 APRIL 2017**

**ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Customer Complaints

**Question reference number:** QoN 132

**Member:** Senator Watt

**Type of question:** Hansard page 7

**Date set by the committee for the return of answer:** 8 May 2017

**Number of pages:** 1

#### **Question:**

**Senator WATT:** Or customer complaints, leaving aside aggression?

**Mr Mowbray-d'Arbela:** I do not think necessarily on complaints either. I may have some information on complaints. I will take that on notice too, but I might be able to get back to you so.

#### **Answer:**

The number of OCI complaints represents around 1% of the number of OCI reviews started in the same period (1 July 2016 to 31 March 2017). This includes complaints about any aspect of the OCI process.