

Senator PRATT: Have you identified instances where a breach of model litigant behaviour has taken place in other complaints? Is it up to the complainant to identify that, or do you sometimes come across this behaviour in the context of other complaints that are also made?

Yes. Model litigant issues are occasionally identified in complaints received by the Office of the Commonwealth Ombudsman (OCO). Numerically, model litigant issues represent a very small proportion of the total complaints received by OCO each year and only then as part of a broader set of concerns - not the primary issue for complaint.



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