

**Senate Standing Committee on Environment and Communications
Legislation Committee**

Answers to questions on notice
Environment and Energy portfolio

Question No: 211
Hearing: Supplementary Budget Estimates
Outcome: Outcome 2
Program: International Climate Change and Energy Innovation Division (ICCEID)
Topic: Unresolved complaints due to resources
Hansard Page: N/A
Question Date: 28 October 2016
Question Type: Written

Senator Back, Chris asked:

Are there any cases that you have closed as you do not have sufficient powers or resources to resolve these complaints? Would you please elaborate further on these outcomes?

Answer:

The Commissioner's complaint handling process is a voluntary process. If the parties to the complaint are willing, the Commissioner facilitates a process to help enable the respondent to address the concerns and issues raised by the complainant. The process is guided by the Commissioner's Terms of Reference and the Commissioner's complaint handling policy, both of which are available at www.nwfc.gov.au. Complaints are closed in accordance with the policy. It is not the Commissioner's responsibility to resolve complaints – rather, it is to facilitate a voluntary process that may lead to a resolution of complaints.