

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO WRITTEN QUESTIONS ON NOTICE**  
**ADDITIONAL ESTIMATES – FEBRUARY 2016**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

**Topic:** Agency Response Timeframe

**Senator:** Senator Xenophon

**Question reference number:** 111

**Type of question:** Written

**Date set by the Committee for the return of answer:** 1 April 2016

**Number of pages:** 1

**Question:**

**Senator XENOPHON:**

When the Ombudsman's Office approach an agency with a complaint that it's decided to investigate, does it give the agency a response time frame?

**Answer:**

As a general rule, the Commonwealth Ombudsman's office requests that an agency respond within up to 28 days of the office receiving a request. However, the time frame depends on the circumstances of the complainant and/or the issues raised by the complaint.