

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.