

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

SENATE ESTIMATES SESSION

Supplementary Budget Estimates 18-22 November 2013

Prime Minister and Cabinet Portfolio

Department/Agency: Department of the Prime Minister and Cabinet

Outcome/Program: 1.1 Prime Minister and Cabinet

Topic: Office of the Registrar of Indigenous Corporations – complaints

Senator: Senator Claire Moore

Question reference number: 228

Type of Question: Hansard

Date set by the committee for the return of answer: 17 January 2014

Number of pages: One

Question:

Senator MOORE: Can you tell me whether you have any outstanding complaints on your workload at the moment?

Mr Bevan: Yes.

Senator MOORE: How many, Mr Bevan?

Mr Bevan: On a yearly basis, last year we received 662 complaints. At any time we would have a number of complaints ongoing.

Senator MOORE: I was just wanted to get that on record, because I am aware of the workload that can come in. Mr Bevan, in terms of a process, is there an average turnaround for complaints? Do you keep data on that?

Mr Bevan: Yes, we do, Senator.

Senator MOORE: I will just put that on notice. We will not ask you to go through—

Answer:

The average turnaround for complaints is assessed by complexity of the matters raised. The average turnaround for completing complaints received during the period 1 July to 29 November 2013 was:

- Straightforward complaints 1.4 days
- Detailed complaints 11 days
- Complex complaints 58 days

Information on ORIC's complaints handling is reported on a six monthly basis and published on the ORIC website; www.oric.gov.au in the *Publications* area under *Complaints statistics*.