

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
FAMILY COURT OF AUSTRALIA

Question No. 122

Senator Barnett asked the following question at the hearing on 24 May 2007:

Please provide the nature of complaints received in 2005-06 and 2006 to date (27 May 2007).

The answer to the honourable senator's question is as follows:

In 2005/06 the Family Court of Australia recorded 272 complaints. That was a reduction of 26.3% from the previous financial year and represents approx 0.5% of all applications received by the Court.

As at 27 May 2007 the Court had recorded 235 complaints.

Complaints received by the Family Court Registries include issues relating to the shared Family Law Registries (Family Court & Federal Magistrates Court). The issues are classified as follows:

Nature of Complaints		2005/06	2006/07**
Administrative			
Court administration	complaints about policy, procedures, processes and staff inc Registrars & Family Consultants	111	100
Outside jurisdiction of FCoA	complaints about Family Law system (legislation, government policy) and inc other jurisdictions.	28	16
Court Proceedings			
Court proceedings	complaints about result of hearing	78	69
Judicial			
Conduct of proceedings	complaints about the manner in which proceedings have been conducted	29	20
Reserved Judgments	delays in delivery of reserved judgments	26	30
TOTAL		272	235

** Complaints Management System classification of issues was further refined during 2006/07 which will provide for improved recording and monitoring in future years.