

Table 1 counts number of complaints received about “act of grace” from 1 July 2015 to 30 June 2022 and counts each complaint once (it should be noted that it does not count the number of issues raised in complaints about “act of grace”).

Table 2 counts the number of outcomes associated with complaints investigated about “act of grace” received between 1 July 2015 – 30 June 2022 and counts each outcome once (with the possibility of multiple outcomes per complaint).

This data was sampled on 28 September 2022

**Table 1. Complaints received about Act of Grace Payments**

Financial Year	Complaints Received
2015 - 2016	30
2016 - 2017	41
2017 - 2018	18
2018 - 2019	11
2019 - 2020	12
2020 - 2021	12
2021 - 2022	8
<b>Total</b>	<b>132</b>

**Table 2. Outcomes from complaints investigated about Act of Grace Payments.**

Outcomes	No. Outcomes
Action expedited	1
Agency undertook to reconsider matter	9
Better explanation - by Ombo	4
Decision changed	1
No Remedy	5
Payment granted	1
Remedy provided by agency without Ombudsman Intervention	1
<b>Total</b>	<b>22</b>