

- The number of open complaints held by CME Branch at close of business (COB) 31 December 2020.
 - 978 complaints
- The number of complaints received by CME Branch from January to September 2021 inclusive.

Month (2021)	January	February	March	April	May	June	July	August	September
Complaints received	1,357	1,470	1,721	1,56	1,972	1,855	2,123	2,081	1,653

- The number of open complaints held by CME Branch at COB 30 September 2021.
 - 1,666 complaints
- Staff FTE by classification for CME Branch from January to September 2021 inclusive.

Total FTE at end of month by classification – Complaints Management and Education Branch

Substantive classification	January	February	March	April	May	June	July	August	September
APS 3	1.44	0.64	0.64	0.64	0.64	0.64	0.64	0.64	0.64
APS 4	18.72	18.52	18.52	21.52	20.52	17.52	17.52	17.68	17.68
APS 5	13.07	13.73	13.73	13.73	11.93	10	9.2	9.2	9.2
APS 6	10.4	11.24	11.32	11.32	12.32	12.32	12.32	11.32	11.32
EL1	11.68	12.73	10.33	9.56	9.56	8.56	8.39	7.79	7.96
EL2	3	4	4	4	4	4	4	4	4
Total	58.31	60.86	58.54	60.77	58.97	53.04	52.07	50.63	50.8

- A list and the subject matter and duration of all formal administrative law training or education provided to CME Branch members from 1 January to 30 September 2021 inclusive including numbers attending. This does not include on-the-job training.
 - Administrative law training was provided to all new starters to the Office from 1 January to 30 September 2021, delivered by CMEB managers. This focused on the operations of the ACT and Commonwealth Ombudsman Acts, and ran for 3 hours. 24 new starters commenced with the Office between 1 January and 30 September 2021.
- A list and the subject matter and duration of all formal complaint handling training or education provided to CME Branch members from 1 January to 30 September 2021 inclusive including numbers attending. This does not include on-the-job training.
 - Complaint handling training was provided to all new starters to the Office from 1 January to 30 September 2021, delivered by CMEB managers. 24 new starters commenced with the Office between 1 January and 30 September 2021. In addition to formal training, extensive one-on-one training and coaching was and is provided to staff members. Formal training sessions for all new starters included:
 - The Ombudsman Act (3 hours)
 - Assessing and deciding (4.5 hours)
 - Registering complaints into Resolve (12.5 hours)
 - Managing unreasonable conduct of complainants and threats of harm (1.5 hours)
 - 16 CME Branch members also attended Vicarious Trauma training in the period.

- The same information for Ombudsman sponsored cultural and social awareness activities in CME Branch for the same period.
 - Cultural and social awareness activities conducted by the Office in the period included activities in recognition of Reconciliation Week, NAIDOC week, Wear it Purple day, R U OK day, and IDAHOBIT Day.
- The number of FTE at APS 5 and above who ceased employment in CME Branch from 1 January to 30 September 2021 (inclusive) and the same information for the period 1 January 2020 to 31 December 2020.
 - 15 staff (headcount) at APS 5 or above from CME Branch ceased employment with the office from 1 January to 30 September 2021. Through this period, there has been an overall reduction in FTE of 5.67.
 - 5 staff (headcount) at APS 5 or above from CME Branch ceased employment with the Office from 1 January 2020 to 31 December 2020. Through this period, there was an overall reduction in FTE of 1.23.