

Request

"I am making a FOI request on reports or other documents that includes the total number of complaints that have been filed to this office in 2022, 2021, and 2020, and how many have resulted in an "investigation" of the complaint with this office providing advice or a recommendation on what the offending entity should do to resolve the matter and statistics on what happened to the rest (information such as: closed without investigation, dropped by the complainant before decision, etc.)

I only need one document that includes each year's statistics.

1. Total number of Complaints

Please note not all complaints received within the specified time periods below have been finalised and may therefore still be investigated in the future.

2020 – (01/01/2020-31/12/2020)

Total Complaints: 40190
Investigated: 4676
Not Investigated: 28606
Investigation Rate: 11.63%

2021 – (01/01/2021-31/12/2021)

Total Complaints: 33040
Investigated: 2283
Not Investigated: 27056
Investigation Rate: 6.91%

2022 – (01/01/2022-31/12/2022)

Total Complaints: 32063
Investigated: 1202
Not Investigated: 28146
Investigation Rate: 3.75%

2020-2022 – (01/01/2020-31/12/2022)

Total Complaints: 105293
Investigated: 8160
Not Investigated: 83808
Investigation Rate: 7.75%

2. How many complaints have resulted in an 'investigation' with the office providing advice or a recommendation on what the offending entity should do to resolve the matter? What happened to

the rest of these complaints i.e. stats re closed without investigation, dropped by the complainant before decision, etc.)

2020-2022 – (01/01/2020-31/12/2022)

Outcome	Count of Outcome
Returned	1
Act of Grace payment	3
Replacement product	3
Referral to ACCC	4
Service in kind	4
CDDA Scheme payment	5
Monitor Issue	10
Payment increased	13
Penalty waived or reduced	19
Outcome satisfactory\Payment made	31
Outcome satisfactory\Other	40
Payment restored	41
Issue resolved	48
Other financial remedy	62
Agency officer counselled or disciplined	76
Change to policy/practice/law	97
Withdrawn by complainant	106
Action expedited	156
Remedy provided by agency without Ombudsman Intervention	160
Payment granted	161
Other non-financial remedy	172
Agency apology	187
Agency undertook to reconsider matter	193
Decision changed	221
Fee refunded/waived/reduced	221
Not a PHIO Matter	233
Secretary initiated action	250
Better explanation - by agency	512
Referral to fund\Standard	540
Better explanation - by Ombo	929
No Remedy	1283
No further action	1324
Explanation provided	4890
Debt waived or reduced	5330
Referral to fund\Assisted	8495
Total	25820