

Issues	Outcomes	Number of complaints
Advocacy		9
	Advised to pursue elsewhere\Agency complained of	<5
	Advised to pursue elsewhere\Other oversight body	<5
	Investigation Declined\Approach Lapsed	<5
	Investigation Declined\Approach withdrawn	<5
	Investigation Declined\Not warranted in all circumstances	<5
	Investigation Declined\Request in writing not received	<5
	No further investigation\Not warranted in all circumstances	<5
Appeal		<5
	No further investigation\Not warranted in all circumstances	<5
Application		6
	Advised to pursue elsewhere\Agency complained of	<5
	No further investigation\Not warranted in all circumstances	<5
Court		<5
	No further investigation\Not warranted in all circumstances	<5
Document		<5
	Advised to pursue elsewhere\Agency complained of	<5
Fee		<5
	Investigation Declined\Not warranted in all circumstances	<5
Guardianship		<5
	Investigation Declined\Not warranted in all circumstances	<5
Incorrect decision		19
	Advised to pursue elsewhere\Agency complained of	6
	Advised to pursue elsewhere\Other oversight body	<5
	Investigation Declined\Approach Lapsed	<5
	Investigation Declined\Not warranted in all circumstances	7
	No further investigation\Appropriate remedy provided	<5
	No further investigation\Not warranted in all circumstances	<5
Officer conduct		10
	Advised to pursue elsewhere\Agency complained of	<5
	Advised to pursue elsewhere\Other oversight body	<5
	Investigation Declined\Approach Lapsed	<5
	Investigation Declined\Insufficient interest	<5
	Investigation Declined\Not warranted in all circumstances	<5
	No further investigation\Not warranted in all circumstances	<5
OOJ Issue		8
	Advised to pursue elsewhere\Other oversight body	<5
	Investigation Declined\Considered by Tribunal	<5
	Investigation Declined\Not warranted in all circumstances	5
Other		6
	Investigation Declined\Approach withdrawn	<5
	Investigation Declined\Not warranted in all circumstances	<5
	No further investigation\Not warranted in all circumstances	<5
Policies, procedures, routine business		31
	Advised to pursue elsewhere\Agency complained of	<5
	Investigation Declined\Approach Lapsed	6
	Investigation Declined\Considered by Tribunal	<5
	Investigation Declined\Not warranted in all circumstances	18
	No further investigation\Appropriate remedy provided	<5
	No further investigation\Not warranted in all circumstances	<5
Poor advice		<5
	Advised to pursue elsewhere\Agency complained of	<5
	Investigation Declined\Approach Lapsed	<5
	Investigation Declined\Not warranted in all circumstances	<5
	No further investigation\Not warranted in all circumstances	<5
Records management		<5
	Advised to pursue elsewhere\Agency complained of	<5
	Investigation Declined\Not warranted in all circumstances	<5
Remandee		<5
	No further investigation\Not warranted in all circumstances	<5
Review		<5
	Investigation Declined\Not warranted in all circumstances	<5
(blank)		56
	Advised to pursue elsewhere\Agency complained of	47
	Investigation Declined\Not warranted in all circumstances	<9
	Not Applicable	<9
Grand Total		159

ACT Ombudsman Act	Outcomes	Definition
s6(3), s6(7)	Advised to pursue elsewhere\Advice body	Investigation is not warranted and we have advised a complainant to contact another advice body to seek assistance
s6(6)	Advised to pursue elsewhere\Agency complained of	Complainant has not yet complained to the agency about the concern or has not exhausted complaint process
	Advised to pursue elsewhere\Court	Complainant was advised they could seek legal advice and pursue the complaint via the court system.
	Advised to pursue elsewhere\Member of Parliament	Investigation is not warranted and we have advised a complainant to contact a member of parliament to seek assistance
	Advised to pursue elsewhere\Minister	Investigation is not warranted and we have advised a complainant to contact a government minister to seek assistance
s6(6)	Advised to pursue elsewhere\Other oversight body	Investigation is not warranted and we have advised a complainant to contact another oversight body seek assistance
	Advised to pursue elsewhere\Tribunal	Complainant was advised they can seek legal advice and pursue the complaint via the tribunal system.
	Investigation Declined\Approach Lapsed	A complainant is uncontactable, has not made requested contact and/or provided requested information within a specified timeframe.
	Investigation Declined\Approach withdrawn	Complainant has advised they want to withdraw their complaint and it can be closed.
s5(2)(b)(i)	Investigation Declined\Considered by Court	Complainant has a decision on the complaint by a Court.
s5(2)(a)	Investigation Declined\Considered by Minister	Complainant has a decision on the complaint by a Minister.
s5(2)(d)	Investigation Declined\Considered by Tribunal	Complainant has a decision on the complaint by a Tribunal.
s6(1)(b)(i)	Investigation Declined\Frivolous, vexatious, not in good faith	Complaints lacking substance, potentially motivated by desire to cause trouble for an individual or agency, or there is documented evidence to suggest the complainant is deliberately withholding evidence.
s6(1)(b)(ii)	Investigation Declined\Insufficient interest	A complainant not directly affected by the action or decision that they are complaining about.
s6(1)(b)(iii)	Investigation Declined\Not warranted in all circumstances	Officer has discretion to decide that an investigation is not warranted due to other circumstances not listed.
s6(1)(a)	Investigation Declined\Over 12 months old	Issue being complained about is more than 12 months old. It is not an automatic closure, decision to use this discretion will depend on the circumstances of the complaint.
s7(2)	Investigation Declined\Request in writing not received	This provision should only be used when we cannot understand the complaint effectively without receiving it in written form.
	No further investigation\Appropriate remedy provided	This may be used where an investigation was completed or an appropriate remedy has been provided by the agency/provider before an investigation has been completed. Officer has discretion to decide to end an investigation if it is not warranted due to other circumstances not listed.
	Ombudsman Investigation\Opinion\Recommendation - AFP Agreed	Investigation made by Ombudsman and AFP
s6B	Transfer to Agency\Transferred to Agency	Transfer of the complaint to another agency or oversight body either due to legislated mandatory transfer or for more effective action