

Office of the Commonwealth Ombudsman - Approaches and Complaints 2016-2017

Jurisdiction/Portfolio/Agency	Received	Finalised						Remedies										Total Remedies
		Cat 1	Cat 2	Cat 3	Cat 4	Cat 5	Total Finalised	Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Remedy provided by agency without Ombudsman Intervention		
ACT	526	154	286	53	15		508	6	5	16		43		3	7	1	81	
Chief Minister, Treasury and Economic Development Directorate	128	27	83	9	5		124	1	2	2		11		1	2		19	
Access Canberra	64	15	38	4	5		62	1	1	2		6			2		12	
Chief Minister, Treasury and Economic Development Directorate	27	5	22	2			29		1			1					2	
ACT Revenue Office	15	5	9	1			15							1			1	
University of Canberra	15	2	9	2			13					4					4	
University of Canberra - International	7		5				5											
Community Services Directorate	95	40	41	9	2		92	3	1	5		11		1	1		22	
Community Services Directorate	15	3	10	1			14		1	1				1			3	
Housing ACT	80	37	31	8	2		78	3		4		11			1		19	
Education and Training Directorate	10	2	7		1		10					1					1	
Canberra Institute of Technology	6	1	5				6											
Education Directorate	4	1	2		1		4					1					1	
Environment and Planning Directorate	21	3	15	4			22		1	1		3					5	
ACT Environment and Planning Directorate	21	3	15	4			22		1	1		3					5	
Health Directorate	17	5	10	1			16					1					1	
Health Directorate	17	5	10	1			16					1					1	
Justice and Community Safety Directorate	101	28	45	18	3		94	1	1	3		10		1	4	1	21	
ACT Corrective Services	51	20	13	13	2		48		1	3		5		1	4	1	15	
ACT Court or Tribunal	8	2	5				7											
Human Rights Commission	4	1	3															
Justice and Community Safety Directorate	14	3	7	3			13	1				1					2	
Legal Aid ACT	11		9	1			10					1					1	
ACT Law Society	3	1	2				3											
Public Trustee for the ACT	10	1	6	1	1		9					3					3	
Territory and Municipal Services Directorate	21	5	15	3	2		25			1		4					5	
ACTION	2		1		1		2					1					1	
Transport Canberra and City Services Directorate	19	5	14	3	1		23			1		3					4	
ACT Policing	133	44	70	9	2		125	1		4		2					7	
Commonwealth	23494	8487	12268	2036	441	7	23239	289	912	261	336	1925	824	87	662	61	5357	
Agriculture and Water Resources	42	11	26	4	1	1	43		1	1		4	2				8	
Australian Fisheries Management Authority	1		1			1	2											
Australian Pesticides and Veterinary Medicines Authority	9	5	1	1			7					1					1	
Department of Agriculture and Water Resources	32	6	24	3	1		34		1	1		3	2				7	
Attorney-General's	384	104	234	28	15	1	382	3	1	3		21		4	3		35	
Administrative Appeals Tribunal	61	29	33				62											
Australian Crime Commission	3	1	3				4											
Australian Commission for Law Enforcement Integrity	3	1	2	1			4											
Australian Federal Police	157	37	86	13	12	1	149	3		3		7		4	3		20	
Australian Financial Security Authority	56	19	31	4	2		56					7					7	
Attorney-General's Department	24	6	14	4			24					1					1	
Australian Human Rights Commission	10	3	8		1		12											
National Archives of Australia	4		4				4											
Australian Transaction Reports and Analysis Centre	1		1				1											
Office of the Commonwealth Director of Public Prosecutions	4	1	1				2											
National Native Title Tribunal	2	1	1				2											
Office of the Australian Information Commissioner - Other	21	4	16	1			21					1					1	
Office of the Australian Information Commissioner - Privacy Commissioner	38	2	34	5			41		1			5					6	
Commonwealth Parliament	2		2				2											
Department of Parliamentary Services	1		1				1											
Senate	1		1				1											
Communication and the Arts	4228	851	2352	873	17		4093	3	829	28	302	737	574	9	550	10	3042	

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Australian Broadcasting Corporation	14	2	11	1			14											
Australian Communications and Media Authority	21	2	14	1	1		18											
Australia Post	4109	826	2269	867	14		3976	2	829	28	302	733	573	9	550	10	3036	
Department of Communications and the Arts	6	2	4				6											
National Broadband Network Co Ltd	69	17	49	3			69	1				1					2	
National Film and Sound Archives	1																	
National Library of Australia	1		1				1											
Screen Australia	4		3	1	2		6				4						4	
Special Broadcasting Service Corporation	3	2	1				3											
Courts	73	30	39	4			73		1	1		4		1	1		8	
Family Court of Australia	27	14	13	2			29			1		2			1		4	
Federal Circuit Court of Australia	18	6	11				17											
Federal Court of Australia	5	2	3				5											
Fair Work Commission	22	7	12	2			21		1			2		1			4	
High Court of Australia	1	1					1											
Defence	635	109	329	91	33		562	24	2	23		76	12	5	11	4	157	
Australian Army Cadets	3		2				2											
Australian Air Force Cadets	1		1				1											
Royal Australian Air Force	40	3	20	4	3		30	4		7		1	2	2	1	1	18	
Australian Navy Cadets	4	2	2				4											
Australian Army	91	12	49	17	5		83	2		1		8	2		1		14	
Department of Defence	215	41	119	32	15		207	10	1	7		34	1	2	5	1	61	
Defence Force Retirement and Death Benefits Authority	5		2				2											
Defence Housing Australia	51	11	23	8	4		46	2		2		7			2	1	14	
Defence Honours and Awards Tribunal	4		3	1			4	1	1								2	
Department of Veterans' Affairs	160	35	75	22	4		136	4		5		24	6	1	2		42	
Inspector General Australian Defence Force	4	1	1	1			3	1		1							2	
Royal Australian Navy	55	4	30	6	2		42					2	1			1	4	
Veterans' Review Board	2		2				2											
Education and Training	114	17	64	17	12		110	3		7		7	6	3	2	1	29	
Australian Institute for Teaching and School Leadership	1		1	1			2					1					1	
Australian National University	22	2	16	2	2		22	1		1		2			1		5	
Australian National University - International	2		1		1		2											
Australian Research Council	3	3			1		4											
Department of Education and Training	82	11	43	13	7		74	2		6		4	5	3	1		21	
Tertiary Education Quality and Standards Agency	3	1	3				4											
Tuition Protection Service	1			1	1		2						1			1	2	
Employment	518	210	267	42	20		539	3	3	11	2	66	8	8	3	6	110	
Coal Mining Industry (Long Service Leave Funding) Corporation	1		1				1											
Comcare	108	22	75	8	8		113	2	2	2		22	1	1			30	
Department of Employment	382	181	171	32	8		392	1	1	8	2	40	7	6	3	6	74	
Fair Work Building and Construction	1			1	1		2											
Fair Work Ombudsman	26	7	20	1	3		31			1		4		1			6	
Environment and Energy	23	5	13	1	2		21	1		1		2					4	
Australian Heritage Council	2		2				2											
Clean Energy Regulator	1		1				1											
Department of the Environment and Energy	9	3	3	1	1		8	1		1		1					3	
Department of the Environment	4	1	3				4											
Bureau of Meteorology	5	1	2		1		4					1					1	
Sydney Harbour Federation Trust	2		2				2											
Finance	107	24	60	11	8		103	1	1	6		13	1				22	
Australian Electoral Commission	25	7	17	1	2		27					3					3	
Commonwealth Superannuation Corporation	22	6	12		1		19					2					2	
Department of Finance	60	11	31	10	5		57	1	1	6		8	1				17	
Foreign Affairs and Trade	142	42	92	7	3		144					9					9	

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Australian Trade Commission	3		3				3										
Department of Foreign Affairs and Trade	138	41	89	7	3		140					9					9
Export Finance and Insurance Corporation	1	1					1										
Health and Aged Care	143	49	78	10	5		142			5		14	1	2			22
Aged Care Complaints Commissioner	71	29	38	4			71			2		2					4
Australian Institute of Health and Welfare	2		2				2										
Australian Radiation Protection and Nuclear Safety Agency	2		2				2										
Australian Sports Anti-Doping Authority	1	1					1										
Australian Sports Commission	8		5	2	1		8			1		6		2			9
Department of Health	55	19	27	4	4		54			2		6	1				9
Food Standards Australia New Zealand	1		1				1										
National Health and Medical Research Council	3		3				3										
Immigration and Border Protection	2071	453	1193	329	110	1	2086	105	8	38	5	301	6	16	34	18	531
Australian Border Force	420	76	198	104	44	1	423	45	2	22	3	120		12	6	1	211
Australian Customs and Border Protection Service	71	12	49	2	8		71			1		9					10
Department of Immigration and Border Protection	1562	360	936	221	58		1575	60	6	15	2	172	6	4	27	17	309
Office of the Migration Agents Registration Authority	18	5	10	2			17								1		1
Industry, Innovation and Science	60	16	39	5	4		64					5					5
Australian Nuclear Science and Technology Organisation	1		2				2										
Australian Skills Quality Authority	28	5	21	2			28										
Commonwealth Scientific and Industrial Research Organisation	3	1	2		2		5					1					1
Department of Industry, Innovation and Science	14	6	8	2	2		18					3					3
IP Australia	12	4	4	1			9					1					1
National Offshore Petroleum Safety and Environmental Management Authority	2		2				2										
Infrastructure and Regional Development	41	9	30	3	6		48	1	1			4		1			7
Administrator of Christmas Island and the Cocos (Keeling) Islands				1			1					2					2
Australian Maritime Safety Authority				1			1	1	1			1					3
Australian Rail Track Corporation	1		1				1										
Airservices Australia	5	1	5		1		7										
Civil Aviation Safety Authority	8	3	5		1		9					1		1			2
Department of Infrastructure and Regional Development	24	5	16	1	4		26										
National Capital Authority	2		2				2										
National Transport Commission	1		1				1										
Prime Minister and Cabinet	89	11	44	11	14		80	5	1	3		16		7	2	1	35
Aboriginal Hostels Limited	4	2	2		4		8	1		1				4			6
Anindilyakwa Land Council	2		1		1		2					1					1
Australian Public Service Commission	6	1	5	1			7									1	1
Central Land Council	2			1	1		2	1				1					2
Digital Transformation Office	1		1				1										
Indigenous Business Australia	8		7	1	1		9	1				2		1	2		6
Indigenous Land Corporation	2		1	1	1		3			1		1					2
Northern Land Council	15	1	5	3	1		10	1				4					5
Registrar of Indigenous Corporations	18	3	12	1	2		18			1		3					4
Department of the Prime Minister and Cabinet	30	3	10	3	3		19	1	1			4		2			8
Torres Strait Regional Authority	1	1					1										
Social Services	14327	6374	7109	584	187	4	14258	138	64	132	27	639	210	29	55	20	1314
Centrelink	11867	5660	5689	357	123	3	11832	83	30	91	16	381	172	17	27	13	830
Child Support Agency	1362	389	839	114	26		1368	14	11	15	11	154	15	1	6	4	231
Department of Human Services	603	223	347	28	23		621	2	4	4		45	14	6	4		79
Department of Social Services	66	18	33	10	8	1	70			3		18		4		2	27
National Disability Insurance Agency	429	84	201	75	7		367	39	19	19		41	9	1	18	1	147
Treasury	495	172	297	16	4		489	2		2		7	4	2	1	1	19
Australian Accounting Standards Board	2	1	1				2										
Australian Bureau of Statistics	152	91	57	3	1		152						1	2	1		4
Australian Competition and Consumer Commission	18	7	9	1			17	1									1

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Australian Charities and Not-for-profits Commission	5	2	3		1		6					2					2	
Australian Energy Regulator	1						0											
Australian Prudential Regulation Authority	7	2	5				7											
Australian Securities and Investments Commission	198	39	144	9	2		194			2		4	3			1	10	
Australian Taxation Office	49	10	38	1			49											
Inspector-General of Taxation	8	1	7				8											
Reserve Bank of Australia	3	1	2				3											
Superannuation Complaints Tribunal	45	18	24	2			44	1				1					2	
Department of the Treasury	7		7				7											
Norfolk Island	2		2				2											
Norfolk Island	2		2				2											
Norfolk Island	2		2				2											
OMB	1135	514	598				1112											
OMB	1135	514	598				1112											
Commonwealth Ombudsman	905	470	409				879											
Ombudsman FOI Requests	20		22				22											
Ombudsman PID	210	44	167				211											
OOJ	5560	4110	1445				5555											
OOJ	5560	4110	1445				5555											
Out of Jurisdiction	5560	4110	1445				5555											
OSO	981	31	604	232	124		991	8	4	119		259	51	20	23	28	512	
Overseas Student Ombudsman	981	31	604	232	124		991	8	4	119		259	51	20	23	28	512	
Australian Academy of Commerce	1		1				1											
Airline Academy of Australia	1		1				1											
Chopperline Flight Training, Coastline Flight Training, Airways Aviation	1		1				1											
Academies Australasia Institute	7		5	1			6					2				1	3	
Angad Australian Institute of Technology	1		1				1											
AAPoly	6	1	3	2	1		7					2	1		1		4	
Ability Education Pty Ltd	2		2				2											
Ability Education VIC	3		1	1	1		3					1					1	
Australian Business School	2			1	1		2	1				1	1				3	
Ashton College	1		1				1											
Academia International	3		2	2			4	1	1	3				1			6	
Academique	5		4	1			5			1							1	
Academy of Information Technology	2		2				2											
Australian College of Applied Education	4		3				3											
Australian College of Agriculture & Horticulture (Rabarl Pty Ltd)	1		1				1											
Australian College of Applied Psychology	2		2				2											
ACMT - Australian College of Management and Technology	2		1	1			2											
ACNT - Australasian College of Natural Therapies	2		1				1											
ACoT - Adelaide College of Technology	1																	
ACSF - Australian College of Sport & Fitness	17		7	15	1		23			3		11				3	17	
ACU - Australian Catholic University	4	1	3				4											
ACU VIC - Australian Catholic University VIC	1		1				1											
AEA - Australian Education Academy Pty Ltd	1		1				1											
Aeropower - Aeropower	1																	
AH - Airwork Helicopters	1		1				1											
AHBC - AH & B College Pty Ltd	1		1				1											
AHIC - Australian Harbour International College	1				1		1											
AIAS - Australian Institute of Applied Sciences	1		1	1			2		2								2	
AICT - Australian Institute of Commerce & Technology	19		15	1	4		20			3		9		2			14	
AIH - AIH Higher Education	2	1			1		2			2			1				3	
AIWIT - Australia-International Institute of Workplace Training	1				1		1					3					3	
AILFE - Australian Institute of Language and Further Education	4		3		1		4					1	1				2	
AIPE - Australian Institute of Professional Education	8	1	5	2	1		9			1		2					3	

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AISBT - Australasia International School, International School of Beauty Therapy	1		1				1										
AISI - Australian Industrial Systems Institute	12	1	4	4	1		10					3	5			1	9
AITI - Australian Institute of T & I	5		4	1			5			1							1
AITT - Australian Institute of Technical Training	4		3				3										
ALACC - Australasian Lawrence Aged Care College Pty Ltd	4		3		1		4						1				1
Alpha - Alphacrucis College	3	1	2				3										
ALS - Australian Language Schools	1		1				1										
ALTEC - Australian Learning, Training & Education Centre	4		1	1	1		3	1				2					3
AMI - AMI Education	1																
ANC College - Australian National College Pty Ltd	1		1				1										
ANIB - Australia National Institute of Business	1			1			1	1		1							2
ANIBT - Australian National Institute of Business & Technology	1		1				1										
APC - Australian Pacific College	22		4	12	5		21			6		8			1	1	16
Apex - Apex Institute of Education	4	1	1	3	1		6	1		1		8				2	12
APIC - Asia Pacific International College	7		7				7										
APM - APM College of Business and Communication	1	1					1										
APSI - Australian Professional Skills Institute	2		1	1			2			2				1			3
ASCB - All Saints College Bathurst	1		1				1										
ASM - Australian School of Management	1		1		1		2										
ASOC - Australian School Of Commerce	1																
ATMC - Australian Technical and Management College Pty Ltd	2		2				2										
Australian Professional Education Institute Pty Ltd	3		2				2										
AutoMI - Automotive Management Institute	4		4				4										
AVTI - Australian Vocational Training Institute	1		1				1										
Ayurveda - Ayurveda College	1		1				1										
Baxter - Baxter Institute	6		5	1			6	1							1		2
BBC - Bridge Business College Pty Ltd	1		1	1			2									1	1
BBCD - Billy Blue College of Design	2		1	1			2									1	1
BBELS - Byron Bay English Language School			1				1										
BHLC - Burleigh Heads Language Centre	2		2				2										
BIA - Business Institute of Australia	1		1				1										
BIC - Barkly International College	2		1	1			2			2				1			3
BIT - Brighton Institute of Technology	1		1				1										
BMIHMS - Blue Mountains International Hotel Management School	4		4				4										
BMIHMSAT - Blue Mountains International Hotel Management School at Torrens University	1			1			1			1							1
Bond - Bond University	5		4	2			6					1					1
Brighton Pacific Pty Ltd	1		1				1										
Browns - Browns English Language School, Maxim Institute of Education	2		1		1		2			2		2					4
BTIA - Business Technology Institute of Australia				1			1					1					1
BYC - Byron Yoga Centre - Purna Yoga Ltd	1		1				1										
CACH - Careers Australia College of Healthcare	1		1				1										
CAEI - Careers Australia Education Institute Pty Ltd	3	1	2				3										
CARR VIC - Carrick Institute of Education	1		1				1										
CASS - Cass Training International College	2			2			2			1							1
CATC - CATC Design School	1		1				1										
CB - Charlton Brown	2		2				2										
CBCPT - Clarendon Business College Pty Ltd	1		1				1										
CCEB - Cairns College of English & Business	1			1			1			1							1
CCI - Cambridge College International	5		3	3			6					4					4
Central - Central College	4	1	2	1			4						1				1
CI - Chambers Institute	5		4		1		5										
CIC VIC - Cambridge International College	23		14	7	1		22			1		5					6
CIC WA - Cambridge International College	7		4	3	2		9			3		4	1	1		1	10
CIIS - College of Innovation and Industry Skills	1		1				1										
CINS - City Institute	1		1				1										

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CMI - Central Melbourne Institute	1			1			1					2					2
College of S&F - College of Sports & Fitness	2		2	1	1		4			2		1		1		1	5
Crown - Crown Institute of Business and Technology	1				1		1										
Crumps - English in Paradise	2		2				2										
CTI - Canterbury Technical Institute	1		1				1										
Curtin - Curtin College	6		2	2	1		5			2		1					3
Dalton College - Dalton College	1		1				1										
Dance Factory - Dance Factory Pty Ltd				1			1					1					1
Danford - Danford College	2		1	1			2					1					1
DC - Deakin College	6		3	3			6					3					3
DE - Discover English	1		1				1										
DELLA - Della International College Pty Ltd	2		1		1		2						1				1
EAA - Education Access Australia	1		1				1										
Eagle - The Eagle Academy	2		2				2										
ECA - English College of Adelaide	1		1				1										
Education Centre Aus - The English Language School in Sydney (EL SIS)	3		3				3										
EE - Elite Education Institute	1																
EEl - Em pyrean Education Institute (EEI)	4		2		1		3					2					2
EFILS - EF International Language School			1				1										
EIE - Envirotech Institute of Education	9		6	1	1		8					1			2	1	4
Einstein - Einstein College of Australia	7		6	1			7					1	1				2
ELCA - English Language Company Australia	1		1				1										
Elizabeth Bence - Elizabeth Bence Pty Ltd	1			1			1					1					1
Ella Bache College of Skin and Beauty Therapy (EBC)	1			1			1						1				1
Embassy English - Embassy English	3		2				2										
EQUALS SA - EQUALS International	1		1				1										
ETEA - Education Training & Employment Australia Pty Ltd	2		2				2										
EU - English Unlimited	3		2	1			3		1			1					2
Evolution - Evolution Hospitality Institute	2			1			1			1		1			1		3
Eynesbury - Eynesbury College	1		1				1										
Friends - The Friends School	1	1					1										
FRONT - Front Cooking School	6		3	3			6					4					4
GBC - George Brown College	2		1	1			2					1					1
GBCA - Global Business College of Australia	1	1					1										
GC - Greenwich College	5		4	1			5					2					2
GCA - Group Colleges Australia Pty Ltd	3		1	2			3			1		1					2
GCC - Gold Coast College	1		1				1										
GEC - Global English College	3		2	1			3			2							2
Gold CLC - Gold Coast Learning Centre	18	1	15	2			18					2					2
Grand - Grand Academy	1		1				1										
HAN - Hannay Accreditation	1		1				1										
Hawthorn Melb - Hawthorn-Melbourne	1			1			1					2					2
HETC - Harvest Education Technical College	9		8	3			11					3			1	1	5
HIB - Hibernia Institute Brisbane Sydney	1			1			1	1					1				2
HILC - Hillsong International Leadership College	1		1				1										
HMIA - Hospitality Management Institute of Australia	2		1	1			2			1		1					2
Holmes - Holmes Institute	17	2	11	1	2		16			2		3	1	1			7
Holmes NSW - Holmes Institute	19		11	4	2		17			2		5	1		1		9
Holmes SC - Holmes Secondary College	1		1				1										
Holmes VIC - Holmes Institute	31		19	8	1		28	1		2		6	1		1	2	13
IBN - IBN College Pty Ltd, SIBN	1		1				1										
ICA - Imperial College Australia	1		1				1										
ICHM - International College of Hotel Management	1		1				1										
ICTM - Imperial College of Technology and Management				1			1					2					2
Ideal - Australian Ideal College	2		2				2										

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IES (UQ) - International Education Services Ltd (UQ)	1		1				1											
IH Bris - IH Brisbane	7		2	4	2		8			2		1	3		1	2	9	
IHMA - Institute of Hotel Management Australia	2		2				2											
IHNA - Institute of Health and Nursing Australia	2		2				2											
IHS - International House Sydney	2		1		1		2					5		1			6	
IIBIT - International Institute of Business and Information Technology	3		3				3											
IIBT - International Institute of Business and Technology Australia	1			1			1					2					2	
ILSC Brisbane - ILSC - Brisbane	2		3		1		4			1				1			2	
Imagine - Imagine Education Australia	5	1	1		3		5			2		1					3	
Impact - Impact English College Pty Ltd	1			1			1											
ITC - International Training College Pty Ltd	2		1				1											
ITHEA - Institute of Tertiary and Higher Education Australia	1				1		1					3					3	
JPIC - JP International College Pty Limited	3		3				3											
Kaplan English - Kaplan International English	8	1	5	2			8											
KAPS IM - KAPS Institute of Management	1		1				1											
KBS - Kaplan Business School	12		8	2	2		12			3		6	2	1			12	
KCBT - Keystone College of Business and Technology	2		2				2											
Kent Institute Australia Pty Ltd	6		1	4			5			2			1		1		4	
King - King's Own Institute	8		5	1	2		8			1		1	2				4	
Kinggdom - Kinggdom Institute of Management	4		3	1			4			2		1					3	
Kingston - Kingston International College	5		2	1	7		10					11			1		12	
Langports - Langports English Language College	1			1			1					2					2	
LAWSON - Lawson College Australia	1		1				1											
LeCBleu - Le Cordon Bleu Australia Pty Limited	4		1	1	1		3					2					2	
LLI - Language Links International Pty Ltd	1		1				1											
LLLS - La Lingua Language School	1																	
Lloyds - Lloyds International College	8		8				8											
Lonsdale - Lonsdale Institute Pty Ltd	1		1				1											
LTM - La Trobe Melbourne	4		2	2	1		5			4		1	2	2			9	
Lyceum - Lyceum English Language Australia	1		1				1											
MCC - Mater Christi College	1		1				1											
ME - Macquarie English	3		3				3											
MEC - Metro English College			1	1			2					2				1	3	
Melbourne City - Melbourne City Institute of Education	1		1				1											
Menzies - Menzies Institute of Technology	3		3				3											
Mercury - Mercury Colleges Pty Ltd	5		3		2		5			2		2	1			1	6	
MGS - Macquarie Grammar School	7		3	3	2		8					6			1		7	
MIT - MIT - Melbourne Institute of Technology	11		10		1		11			1							1	
MITI - MIT Institute	2																	
MLC - Melbourne Language Centre	2		2		1		3			2							2	
MnM - MnM Institute Pty Ltd	5		2	2	1		5			4		1	1				6	
Monash - Monash College	8		2	3			5									1	1	
MUELC - Monash University English Language Centre	1			3			3			2		3		2			7	
Murdoch Institute - Murdoch Institute of Technology	2			3	1		4			1		1	1	1	1	1	6	
Navitas English	13		10	4	1		15			1		4		1			6	
NEC - New England College	2	1	1				2											
NMC - North Melbourne College	1		1				1											
NorthEd - NorthEd International College	23		9	1	13		23			11		1	5				17	
Nova - Nova Institute of Technology	2		2				2											
NSEC - North Sydney English College	3		2	1			3						1				1	
NSW MEGT - MEGT Institute	5		4	1			5					2					2	
NSWSM - NSW School of Massage	1		1				1											
NYFAA - New York Film Academy Australia	1		1				1											
OCB - Ozford College of Business	2			2			2			1		1			1		3	
Oxford College - Oxford College, Sydney	6		4	1	1		6					3						



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Oxford VET - Oxford College VET					1		1					2					2
Ozford - Ozford English Language Centre Pty Ltd	1		1				1										
Ozford - Ozford College	3		2	1	1		4			1							1
PEng - Performance English	1			1			1						1				1
PIBT - Perth Institute of Business & Technology	2		1		1		2			2		1	1				4
QABC - Queen Anne Business College	4		2	1			3					2					2
QAT - Queensland Academy of Technology	5		4				4										
QC - Queensford College	11	1	6	1			8			1							1
QCT - Queensland College of Technology	1	1					1										
QIBA - Queensland International Business Academy	1		1				1										
QIBT - Queensland Institute of Business and Technology	5		2	4	1		7					3				1	4
Queen - Queen Anne English College	4	2	1		1		4					4					4
QueensC - Queens College	1			1			1					1	1	1			3
Raffles - Raffles College of Design and Commerce	1			1			1									1	1
RGIT - Royal Gurkhas Institute of Technology Australia	5		5	2			7			2		1					3
RIBT - Riverton Institute of Business & Technology	29		7	3	17		27					6			1		7
RMIT EW - RMIT English Worldwide	1			3			3			1		5	1				7
SA College English - South Australian College of English Pty Ltd	5		4	1			5			2		2	1				5
SAE - SAE Institute	1		1				1										
SAIBT - South Australian Institute of Business and Technology	1		1				1										
Salford - Salford College - Bandicoot Group Pty Ltd	1		1				1										
SBC - Sterling Business College	1		1				1										
SBC PL - Supreme Business College Pty Ltd	2		1	1			2					1					1
SBTA - The Sydney Business & Travel Academy	5		4	1			5			1							1
SCEI - Southern Cross Education Institute Pty Ltd	25	2	18	4	2		26			1		3	1			1	6
SCOTS - Scots English College	1		1				1										
SELA - Sydney English Language Academy	1		1				1										
SELC - Sydney English Language Centre	2		1		1		2			1		1	1				3
SIBT - Sydney Institute of Business and Technology	2		2	1			3					2					2
Silk - SILK Education and Training	1		1				1										
SMC - Sydney Metro College	1		1				1										
SOAR - Soar Advanced Flight Training	3		2				2										
SPEN - Spencer College Pty Ltd	2		1				1										
SPI - South Pacific Institute	1		1				1										
SSBT - Sydney School of Business and Technology	2		1	1			2					2					2
St Paul's - St Paul's School Bald Hill	2	1	1				2										
St Peter - St. Peter Institute	3		3				3										
STAA - ST AEROSPACE ACADEMY (AUSTRALIA) PTY LTD	1		1				1										
Stanley College	8	1	6	1			8					1					1
Stott's - Stott's Colleges	7		5	1	1		7					2			1		3
Strathfield - Strathfield College	16	1	10	4	2		17			3		7			3		13
Taylors College - Taylors College	3		3				3										
TCWA - Technical College of Western Australia	1		1				1										
TEDI - Technical Education Development Institute	5		4	1			5					2					2
TLC - Trinity Lutheran College	1		1				1										
Torrens - Torrens University Australia	7		6				6										
UBSS - Universal Business School Sydney	6		5		1		6					3			2		5
UEC - Universal English College	1			1			1					2					2
UIT - Universal Institute of Technology	37	1	19	9	4		33			4		11	1	1	1	1	19
UNSW Global - UNSW Global and UNSW Institute of Languages	1				1		1			1							1
UOWC - UOW College	6		3	2	1		6			2		2	2				6
UTS:INSEARCH	11	2	1	9	4		16			2		8	1	1		2	14
VC - Vedanta College	5		3				3										
VIT - VIT (Victorian Institute of Technology)	5		4	2			6						1				1
Viva College Pty Ltd	12		8	3	1		12			3		3					6



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HBF	2		3				3										
Health Insurance Fund of Australia (HIF)	2		2				2										
Hospitals Contribution Fund (HCF)	2		2				2										
Medibank (incl. AHM)	105	2	95	10	2		109										
NIB	58	4	33	18	3		58										
Health Providers	78	9	15	45	7		76										
Doctors	19	4	2	9	1		16										
Hospitals	48	4	6	23	5		38										
Other health practitioners	11	1	7	13	1		22										
Other complaints	74	63	7	3			73										
Other Private Health Insurance Complaints	75	63	7	3			73										
Private Health Insurance Ombudsman General	3749	3603	84	6			3693										
Enquiries	1888	1742	84	6			1832										
Enquiries (phone only)	1861	1861					1861										
PIO	104	15	63	14	3		95			1	7	17	2	1	4	3	35
Postal Industry Ombudsman	104	15	63	14	3		95			1	7	17	2	1	4	3	35
Australian Air Express	1		1				1										0
D&D Mailing Services	1		1				1										0
Federal Express (Australia) Pty Ltd	8		7	1			8					1					1
Startrack	94	15	54	13	3		85			1	7	17	1	1	4	3	34
TOTAL	41301	17678	19511	3095	644	7	40935	303	921	397	343	2244	877	111	696	93	5985