

Outcomes by Calendar Year	Finalised			Open			Grand Total
	Investigated	Not Investigated	Total	Investigated	Not Investigated	Total	
2020	718	12,964	13,682				13,682
Advised to pursue elsewhere\Advice body	<5	64	<69				<69
Advised to pursue elsewhere\Agency complained of	58	5,780	5,838				5,838
Advised to pursue elsewhere\Court	<5	24	<29				<29
Advised to pursue elsewhere\Member of Parliament		33	33				33
Advised to pursue elsewhere\Minister		15	15				15
Advised to pursue elsewhere\Other oversight body	<5	165	<170				<170
Advised to pursue elsewhere\Tribunal	30	378	408				408
Investigation Declined\Approach Lapsed		806	806				806
Investigation Declined\Approach withdrawn		347	347				347
Investigation declined\Considered by Court		13	13				13
Investigation Declined\Considered by Minister		5	5				5
Investigation Declined\Considered by Tribunal		108	108				108
Investigation Declined\Government commercial activity		<5	<5				<5
Investigation Declined\Insufficient interest		71	71				71
Investigation Declined\Not warranted in all circumstances		3,476	3,476				3,476
Investigation Declined\Over 12 months old		14	14				14
Investigation Declined\Request in writing not received		8	8				8
No further investigation\Approach lapsed		<5	<5				<5
No further investigation\Approach withdrawn	5		5				5
No further investigation\Appropriate remedy provided	114		114				114
No further investigation\Considered by Tribunal	<5		<5				<5
No further investigation\Not warranted in all circumstances	499		499				499
Not Applicable		221	221				221
Transfer to Agency\Transferred to Agency	<5	1,434	<1,439				<1,439
2021	760	13,411	14,171				14,171
Advised to pursue elsewhere\Advice body	<5	133	<138				<138
Advised to pursue elsewhere\Agency complained of	45	6,500	6,545				6,545
Advised to pursue elsewhere\Court		85	85				85
Advised to pursue elsewhere\Member of Parliament	9	353	362				362
Advised to pursue elsewhere\Minister		21	21				21
Advised to pursue elsewhere\Other oversight body	<5	205	<210				<210
Advised to pursue elsewhere\Tribunal	29	395	424				424

Investigation Declined\Approach Lapsed		502	502	502
Investigation Declined\Approach withdrawn		785	785	785
Investigation declined\Considered by Court		22	22	22
Investigation Declined\Considered by Minister		9	9	9
Investigation Declined\Considered by Tribunal		147	147	147
Investigation Declined\Frivolous, vexatious, not in good faith		<5	<5	<5
Investigation Declined\Government commercial activity		<5	<5	<5
Investigation Declined\Insufficient interest		81	81	81
Investigation Declined\Not warranted in all circumstances		3,040	3,040	3,040
Investigation Declined\Over 12 months old		32	32	32
Investigation Declined\Request in writing not received		189	189	189
No further investigation\Approach lapsed	<5		<5	<5
No further investigation\Approach withdrawn	7	<5	<12	<12
No further investigation\Appropriate remedy provided	165		165	165
No further investigation\Considered by Court	<5		<5	<5
No further investigation\Considered by Minister	<5		<5	<5
No further investigation\Considered by Tribunal	6	<5	<11	<11
No further investigation\Insufficient interest	<5		<5	<5
No further investigation\Not warranted in all circumstances	477	<5	<482	<482
No further investigation\OOJ Issue	<5		<5	<5
Not Applicable		135	135	135
Transfer to Agency\Transferred to Agency	<5	766	<771	<771
2022	431	13,992	14,423	14,423
Advised to pursue elsewhere\Advice body	<5	104	<109	<109
Advised to pursue elsewhere\Agency complained of	12	7,084	7,096	7,096
Advised to pursue elsewhere\Court	<5	45	<50	<50
Advised to pursue elsewhere\Member of Parliament	<5	57	<62	<62
Advised to pursue elsewhere\Minister	<5	21	<26	<26
Advised to pursue elsewhere\OOJ Agency	<5		<5	<5
Advised to pursue elsewhere\Other oversight body	<5	163	<168	<168
Advised to pursue elsewhere\Tribunal	10	328	338	338
Investigation Declined\Approach Lapsed		546	546	546
Investigation Declined\Approach withdrawn		945	945	945
Investigation declined\Considered by Court		23	23	23
Investigation Declined\Considered by Minister		<5	<5	<5
Investigation Declined\Considered by Tribunal		116	116	116

Investigation Declined\Frivolous, vexatious, not in good faith		7	7			7
Investigation Declined\Government commercial activity		<5	<5			<5
Investigation Declined\Insufficient interest		51	51			51
Investigation Declined\Not warranted in all circumstances		3,066	3,066			3,066
Investigation Declined\Over 12 months old		20	20			20
Investigation Declined\Request in writing not received		171	171			171
No further investigation\Approach lapsed	<5			<5		<5
No further investigation\Approach withdrawn	6			6		6
No further investigation\Appropriate remedy provided	146			146		146
No further investigation\Considered by Court	<5			<5		<5
No further investigation\Frivolous, vexatious, not in good faith	<5	<5	<10			<10
No further investigation\Insufficient interest	5			5		5
No further investigation\Not warranted in all circumstances	232			232		232
No further investigation\OOJ Issue	<5			<5		<5
Not Applicable		650	650			650
Transfer to Agency\Transferred to Agency	<5	589	<594			<594
(blank)		<5	<5			<5
2023	217	10,881	11,098	14	<5	<19
<11,132						
Advised to pursue elsewhere\Advice body	<5	253	<258			<258
Advised to pursue elsewhere\Agency complained of	11	4,313	4,324			4,324
Advised to pursue elsewhere\Court	<5	25	<30			<30
Advised to pursue elsewhere\Member of Parliament		60	60			60
Advised to pursue elsewhere\Minister		24	24			24
Advised to pursue elsewhere\Other oversight body	7	174	181			181
Advised to pursue elsewhere\Tribunal	<5	278	<283			<283
Investigation Declined\Approach Lapsed		1,323	1,323			1,323
Investigation Declined\Approach withdrawn		768	768			768
Investigation declined\Considered by Court		12	12			12
Investigation Declined\Considered by Minister		10	10			10
Investigation Declined\Considered by Tribunal		104	104			104
Investigation Declined\Frivolous, vexatious, not in good faith		9	9			9
Investigation Declined\Insufficient interest		86	86			86
Investigation Declined\Not warranted in all circumstances		2,365	2,365	<5	<5	<2,370
Investigation Declined\Over 12 months old		19	19			19
Investigation Declined\Request in writing not received		94	94			94
No further investigation\Approach withdrawn	<5		<5			<5

No further investigation\Appropriate remedy provided	41		41				41
No further investigation\Considered by Tribunal	<5		<5				<5
No further investigation\Insufficient interest	8		8				8
No further investigation\Not warranted in all circumstances	136		136				136
Not Applicable		177	177				177
Transfer to Agency\Transferred to Agency (blank)	<5	787	<792				<792
				13	<5	<18	<18
2024	192	10,852	11,044	45	26	71	11,115
Advised to pursue elsewhere\Advice body		53	53				53
Advised to pursue elsewhere\Agency complained of	5	4,276	4,281	<5	<5	<10	<4,291
Advised to pursue elsewhere\Court	5	39	44				44
Advised to pursue elsewhere\Member of Parliament		112	112				112
Advised to pursue elsewhere\Minister		107	107		<5	<5	<112
Advised to pursue elsewhere\Other oversight body	<5	208	<213		<5	<5	<218
Advised to pursue elsewhere\Tribunal	6	354	360				360
Investigation Declined\Approach Lapsed		1,931	1,931	<5	<5	<10	<1,941
Investigation Declined\Approach withdrawn		849	849				849
Investigation declined\Considered by Court		22	22				22
Investigation Declined\Considered by Minister		12	12				12
Investigation Declined\Considered by Tribunal		144	144				144
Investigation Declined\Frivolous, vexatious, not in good faith		6	6				6
Investigation Declined\Insufficient interest		86	86				86
Investigation Declined\Not warranted in all circumstances		1,890	1,890		<5	<5	<1,895
Investigation Declined\Over 12 months old		35	35				35
Investigation Declined\Request in writing not received		70	70				70
No further investigation\Approach withdrawn	<5		<5				<5
No further investigation\Appropriate remedy provided	37		37	<5		<5	<42
No further investigation\Considered by Court	<5		<5				<5
No further investigation\Insufficient interest	6		6				6
No further investigation\Not warranted in all circumstances	125		125	<5		<5	<130
No further investigation\OOJ Issue	<5		<5				<5
Not Applicable		115	115				115
Transfer to Agency\Transferred to Agency (blank)		543	543				543
				39	19	58	58
2025	67	10,445	10,512	33	111	144	10,656
Advised to pursue elsewhere\Advice body		44	44				44

Advised to pursue elsewhere\Agency complained of		4,447	4,447		7	7	4,454
Advised to pursue elsewhere\Court		29	29				29
Advised to pursue elsewhere\Member of Parliament		52	52				52
Advised to pursue elsewhere\Minister		16	16				16
Advised to pursue elsewhere\Other oversight body		191	191	<5	<5	<10	<201
Advised to pursue elsewhere\Tribunal	<5	269	<274				<274
Investigation Declined\Approach Lapsed		1,637	1,637		13	13	1,650
Investigation Declined\Approach withdrawn		637	637	<5	<5	<10	<647
Investigation declined\Considered by Court		21	21				21
Investigation Declined\Considered by Minister		5	5				5
Investigation Declined\Considered by Tribunal		167	167		<5	<5	<172
Investigation Declined\Frivolous, vexatious, not in good faith		5	5				5
Investigation Declined\Government commercial activity		<5	<5				<5
Investigation Declined\Insufficient interest		23	23				23
Investigation Declined\Not warranted in all circumstances		1,868	1,868	<5	12	<17	<1,885
Investigation Declined\Over 12 months old		20	20				20
Investigation Declined\Request in writing not received		112	112				112
No further investigation\Approach withdrawn	<5		<5				<5
No further investigation\Appropriate remedy provided	19		19				19
No further investigation\Considered by Tribunal	<5		<5				<5
No further investigation\Insufficient interest	<5		<5				<5
No further investigation\Not warranted in all circumstances	42		42	<5		<5	<47
Not Applicable		315	315				315
Transfer to Agency\Transferred to Agency		583	583		<5	<5	586
(blank)		<5	<5	27	71	98	<103
Grand Total	2,385	72,545	74,930	92	138	230	75,160

Glossary

Outcomes	Cth Act	Definition
Advised pursuing elsewhere\Advice body	s6(1)(b)(iii)	Investigation is not warranted and we have advised a complainant to contact another advice body to seek assistance
Advised to pursue elsewhere\Agency complained of	s6(1A), s6(1B), s6(4)	Complainant has not yet complained to the agency about the concern or has not exhausted complaint process
Advised to pursue elsewhere\Court	s6(2), s6(3)	Complainant was advised they could seek legal advice and pursue the complaint via the court system.
Advised to pursue elsewhere\Member of Parliament	s6(1)(b)(iii)	Investigation is not warranted and we have advised a complainant to contact a member of parliament to seek assistance
Advised to pursue elsewhere\Minister	s6(1)(b)(iii)	Investigation is not warranted and we have advised a complainant to contact a government minister to seek assistance
Advised to pursue elsewhere\Other oversight body	s6(1)(b)(iii)	Investigation is not warranted and we have advised a complainant to contact another oversight body seek assistance
Advised to pursue elsewhere\Tribunal	s6(2), s6(3)	Complainant was advised they can seek legal advice and pursue the complaint via the tribunal system.
Investigation Declined\Already considered by Commonwealth/State/Territory body	s21AJ(e)	National Student Ombudsman complaints already considered by another Commonwealth/State/Territory body
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.
Investigation Declined\Considered by Court	s6(2), s6(3)	Complainant has a decision on the complaint by a Court.
Investigation Declined\Considered by Minister	s5(2)(a)	Complainant has a decision on the complaint by a Minister.
Investigation Declined\Considered by Tribunal	s6(2), s6(3)	Complainant has a decision on the complaint by a Tribunal.
Investigation Declined\Frivolous, vexatious, not in good faith	s6(1)(b)(i)	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.
Investigation Declined\Government commercial activity	s6(12)	Complaint is about actions or decisions that relate to the commercial activity of an agency.

Outcomes	Cth Act	Definition
Investigation Declined\Insufficient interest	s6(1)(b)(ii)	A complainant not directly affected by the action or decision that they are complaining about.
Investigation Declined\Not warranted in all circumstances	s6(1)(b)(iii)	Officer has discretion to decide that an investigation is not warranted due to other circumstances not listed.
Investigation Declined\Over 12 months old	s6(1)(a)	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.
Investigation Declined\Request in writing not received	s7(2)	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	s6(1)(b)(iii)	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	s8D	Investigation made by Ombudsman and AFP
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
No further investigation\Approach lapsed		A complainant is uncontactable, has not made requested contact and/or provided requested information within a specified timeframe where an investigation has been commenced.
No further investigation\Approach withdrawn		Complainant has advised they want to withdraw their complaint and it can be closed after an investigation was commenced.
No further investigation\Considered by Court	s6(2), s6(3)	Complainant has a decision on the complaint by a Court whilst in the process of an investigation.
No further investigation\Frivolous, vexatious, not in good faith	s6(1)(b)(i)	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.
No further investigation\Insufficient interest	s6(1)(b)(ii)	A complainant not directly affected by the action or decision that they are complaining about.
No further investigation\Not warranted in all circumstances		Officer has discretion to decide to end an investigation if it is not warranted due to other circumstances not listed. This may also be used when an investigation has

Outcomes	Cth Act	Definition
		been finalised or an appropriate remedy has been provided by the agency/provider before an investigation has been completed.
No further investigation\OOJ Issue		After commencing an investigation, it is determined the complaint issue is outside the jurisdiction of the office of the Ombudsman.
Not Applicable		Where an outcome is outside the scope or authority of the office of the Ombudsman.
(blank)		No outcome listed

Notes

1. As a contact moves through the investigation process, the number of complaints, issues investigated and outcomes captured can change over time. The data in this report is accurate as at the extraction date and may produce different figures to those previously published.
2. A complaint can have more than one issue and outcome recorded. Each issue identified on a complaint will have its own outcome.
3. Cells with values fewer than 5 have been anonymised to prevent identification, according to confidentiality principles published by the Australian Bureau of Statistics. In some cases, values higher than 5 have been anonymised as values could be calculated.