

MINISTER FOR SENIORS AND AGEING — PORTFOLIOS — COMPLAINTS

426. Mr Z.R.F. Kirkup to the Minister for Seniors and Ageing; Volunteering; Sport and Recreation:

In respect of the Minister's portfolio responsibilities for departments, agencies, and publicly owned corporations:

- (a) For the 2014-15 financial year:
 - (i) how many complaints were received by the department;
 - (ii) how many complaints were successfully resolved and closed;
 - (iii) how many complaints are pending action; and
 - (iv) how many complaints were unable to be resolved; and
- (b) For the 2015-16 financial year:
 - (i) how many complaints were received by the department;
 - (ii) how many complaints were successfully resolved and closed;
 - (iii) how many complaints are pending action; and
 - (iv) how many complaints were unable to be resolved?

Mr M.P. Murray replied:

Department of Local Government and Communities

- (a) For the 2014-15 financial year:
 - (i) One complaint was received by the department;
 - (ii) One complaint was successfully resolved and closed;
 - (iii) Nil complaints are pending action; and
 - (iv) Nil complaints were unable to be resolved; and
- (b) For the 2015-16 financial year:
 - (i) Nil complaints were received by the department;
 - (ii) Nil complaints were successfully resolved and closed;
 - (iii) Nil complaints are pending action; and
 - (iv) Nil complaints were unable to be resolved.

Department of Sport and Recreation

- (a) For the 2014-15 financial year:
 - (i) Nil complaints were received by the department;
 - (ii) Nil complaints were successfully resolved and closed;
 - (iii) Nil complaints are pending action; and
 - (iv) Nil complaints were unable to be resolved; and
- (b) For the 2015-16 financial year:
 - (i) One complaint was received by the department;
 - (ii) One complaint was successfully resolved and closed;
 - (iii) Nil complaints are pending action; and
 - (iv) Nil complaints were unable to be resolved.