

Appendix 2 – Complaints by public authority

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2025--26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued		
PUBLIC SECTOR										
Biodiversity, Conservation and Attractions, Department of	7	1	1	1	3	1				7
Central Regional TAFE	7			4	2			1		7
Chief Psychiatrist, Office of the	2		1							1
Child and Adolescent Health Service	2		1		1				1	3
Communities, Department of	188	7	18	86	37	16		10	6	180
Construction Industry Long Service Leave Payments Board	5		2	3		1				6
Creative Industries, Tourism and Sport, Department of	5		1	2	2					5
DevelopmentWA	3	1	2		1					4
East Metropolitan Health Service	13	4	3	1	3					11
Education, Department of	114	6	17	33	19	8		9	6	98
Energy and Economic Diversification, Department of	1	1		1						2
Fire and Emergency Services, Department of	2				2	1				3
Gold Corporation	6	1			2	2				5
Government Employees Superannuation Board (GESB)	1		1							1
Health and Disability Services Complaints Office	9			5	4	2				11
Health Support Services	1				1					1
Health, Department of	8	1		1	4					6
Housing and Works, Department of	325	10	15	136	70	88		1	7	327

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2025--26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	Withdrawn	
Industrial Relations Commission Registrar, Department of the	1				1					1
Insurance Commission of Western Australia	10		4	4	5					13
Justice, Department of	375	26	70	146	96	46			4	388
Landgate	6	1	4		1				2	8
Legal Aid WA	24	4	3	13	1	5				26
Legal Practice Board	26	3	2	5	4	10				24
Local Government, Industry Regulation and Safety, Department of	67	3	15	23	13	12		2	2	70
Lotteries Commission	1				1					1
Main Roads Western Australia	28	3	2	6	10	4				25
Mental Health Advocacy Service	1		1							1
Mental Health Tribunal	1		1							1
Metropolitan Cemeteries Board	2	1		1	1	1				4
Mines, Petroleum and Exploration, Department of	1									
North Metropolitan Health Service	19	1	11	4	2	2				20
North Metropolitan TAFE	13		3	5	1	2		1	1	13
North Regional TAFE	2			1	1				1	3
PathWest					1					1
Planning, Lands and Heritage, Department of	14	4	5		1	2		1		13
Premier and Cabinet, Department of the	2							1		1
Primary Industries and Regional Development, Department of	10	2	1	3	2	1				9
Prisoners Review Board	4				3					3
Public Advocate	21		4	7	4	2		1	1	19
Public Sector Commission	3	3			1					4
Public Transport Authority	39	1	8	11	10	11		1		42
Public Trustee	46	3	13	17	10	7			1	51
SERCO - Acacia Prison	38	5	9	15	7	7				43

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2025--26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	Withdrawn	
Small Business Development Corporation	7		1	1	3	2				7
South Metropolitan Health Service	17	1	7	6	1					15
South Metropolitan TAFE	9	2	2	2	3	1				10
Teacher Registration Board	4							1		1
Training Accreditation Council	1				1					1
Training and Workforce Development, Department of	4		1	2	1					4
Transport and Major Infrastructure, Department of	117	4	31	34	38	13			6	126
Treasury and Finance, Department of	17	1	5	6	3	1			2	18
VenuesWest (Western Australian Sports Centre Trust)	1				1					1
Veterinary Practice Board of Western Australia	7			1	1	2				4
WA Country Health Service	12	4	6	1	2					13
Water and Environmental Regulation, Department of	9	3	1	1	1	2				8
Water Corporation	1		1							1
Western Australia Police Force	320	17	154	114	36	18		2	4	345
Western Australian Electoral Commission	1	1								1
Workcover	1				1					1
TOTAL PUBLIC SECTOR COMPLAINTS	1981	125	427	702	419	270	0	31	44	2018

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2025-26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued		
LOCAL GOVERNMENTS										
Albany, City of	4		1	2				1		4
Armadale, City of	19	1	2	7	4	2			1	17
Augusta / Margaret River, Shire of	12		2	5	1	2				10
Bassendean, Town of	5	2			2				1	5
Bayswater, City of	12	2		8	3	1				14
Belmont, City of	10		3	4	2					9
Boddington, Shire of	2			1					1	2
Bridgetown / Greenbushes, Shire of	4		1	2	1					4
Broome, Shire of	2							1		1
Bunbury, City of	6		1	1	2	3				7
Busselton, City of	8		1	1	2	3			1	8
Cambridge, Town of	13	1	6	4	6	1				18
Canning, City of	12	1	3	2		1			3	10
Capel, Shire of	5			3		1				4
Carnarvon, Shire of	1			1						1
Chittering, Shire of	3	1			1			1		3
Claremont, Town of	5	2	1	2	1	2		1		9
Cockburn, City of	22	2	4	5	7	5		1	2	26
Cocos (Keeling) Islands, Shire of	2					1				1
Collie, Shire of	1				1					1
Coolgardie, Shire of	2		1			1		1		3
Coorow, Shire of	1									
Corrigin, Shire of	3			3		1				4
Cottesloe, Town of	4	1	3		1	2				7
Cuballing, Shire of	2		1			1				2
Dalwallinu, Shire of	2		1		1					2
Dandaragan, Shire of	3			1						1
Dardanup, Shire of	4			1	2					3

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2025-26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	Withdrawn	
Denmark, Shire of	2			1	1					2
Derby / West Kimberley, Shire of	2			2		1				3
Donnybrook / Balingup, Shire of	8	1	1	2	3				1	8
Dowerin, Shire of	1		1							1
Dundas, Shire of	2	1	1							2
East Fremantle, Town of	3				1					1
East Pilbara, Shire of					1					1
Esperance, Shire of	1			1		1				2
Exmouth, Shire of	2		2		2	1				5
Fremantle, City of	9		2	2	3	1		1	1	10
Gingin, Shire of	5		2			2				4
Gosnells, City of	16	2	2	4	4	4		1		17
Greater Geraldton, City of	5	1		1	1					3
Harvey, Shire of	9	1	3	1	3					8
Irwin, Shire of	1		1							1
Jerramungup, Shire of	1							1		1
Joondalup, City of	17	1	1	8	4	3				17
Kalamunda, City of	17	4		5	4	1		1		15
Kalgoorlie / Boulder, City of	8	2	1	1	4					8
Karratha, City of	1			1		1				2
Kellerberin, Shire of	3				2					2
Kent, Shire of	1									
Kojonup, Shire of	1					1				1
Koorda, Shire of	1				1					1
Kwinana, City of	10		1	3	5	1				10
Mandurah, City of	11		3	4	3	3			1	14
Manjimup, Shire of	2	1				1				2
Meekatharra, Shire of	1				1					1
Melville, City of	25		8	6	10	6			1	31

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2025-26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued		
Mingenew, Shire of						1				1
Moora, Shire of	1	1								1
Morawa, Shire of	1					1				1
Mosman Park, Town of	6	1	1		3	1				6
Mt. Magnet, Shire of	1				1					1
Mt. Marshall, Shire of	1				1					1
Mundaring, Shire of	6		1	3	2	1				7
Murray, Shire of	5		3	1						4
Nannup, Shire of	3		1		2					3
Nedlands, City of	13	4	5	4	3	3				19
Ngaanyatjarraku, Shire of						1				1
Northam, Shire of	7	1		1	1	2			1	6
Northampton, Shire of	3								1	1
Peppermint Grove, Shire of	1	1								1
Perth, City of	29	2	15	4	8	1		1		31
Pingelly, Shire of	1			1						1
Plantagenet, Shire of	1			1						1
Rockingham, City of	23	2	3	10	4	3				22
Serpentine / Jarrahdale, Shire of	7	1	4	2	1			1	1	10
Shark Bay, Shire of	1			1						1
South Perth, City of	6	1			2	1			1	5
Stirling, City of	30	1	7	6	8	8		2	1	33
Subiaco, City of	7		2		3	1				6
Swan, City of	36	1	9	9	13	8			1	41
Toodyay, Shire of	1	1							1	2
Trayning, Shire of	1		1			1				2
Victoria Park, Town of	11		3	2	6	3				14
Vincent, City of	22	2	8	3	5	2				20
Wanneroo, City of	24		6	8	9	3			1	27

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2025-26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	Withdrawn	
Waroona, Shire of	1	1								1
Wickepin, Shire of	1					1				1
Woodanilling, Shire of	1		1							1
Wyndham / East Kimberley, Shire of	4				1	2				3
Yilgarn, Shire of	1		1							1
York, Shire of	2	2			1					3
TOTAL LOCAL GOVERNMENT COMPLAINTS	592	49	131	151	164	98	0	14	21	628

	Total Complaints Received in 2025-26	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2025-26
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued		
UNIVERSITIES										
Curtin University	12	4	8		1			1		14
Edith Cowan University	9		13							13
Murdoch University	4		3		1					4
University of Western Australia	8		8		1					9
TOTAL UNIVERSITY COMPLAINTS	33	4	32		3			1		40
AGENCIES OUT OF JURISDICTION										
Organisation not identified	32	18	14							32
Agencies out of jurisdiction	533	101	458						1	560
TOTAL AGENCIES OUT OF JURISDICTION	565	119	472						1	592
TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	2606	178	590	853	586	368		46	65	2686
Total complaints about agencies out of jurisdiction	565	119	472						1	592
GRAND TOTAL	3171	297	1062	853	586	368	0	46	66	3278