

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**



Asked by The CHAIR on 13 June 2014: Mr GLENN took on notice the following question(s):

Ref: Hansard Transcript - 13 June 2014 p 156

In relation to: ACT Policing complaints

Just as a supplementary, of the 83 resolved, what percentage was upheld?

Mr Glenn: The answer to the Member's question is as follows:-

The Ombudsman does not record complaints in terms of being 'upheld' or not upheld. Instead, the office focuses on complaints resolved.

Our focus is on obtaining a practical outcome for both the complainant and the agency that is fair and reasonable in all the circumstances. In most cases we do not identify any material fault or error by the agency, but we may consider it reasonable in the circumstances for the agency to take some further action to assist the complainant in the particular case. In the smaller number of instances where we do identify a fault by the agency we will so advise the agency and recommend the agency take appropriate remedial action on the case. The agency might also initiate its own remedy.

In 2013-14 there was one case for which we issued comments to the AFP in relation to an investigation we conducted.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature: 

Date: 27.6.14

By the Deputy Ombudsman, Mr Richard Glenn