

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



Asked by Ms YVETTE BERRY on 13 June 2014: Mr GLENN took on notice the following question(s):

Ref: Hansard Transcript - 13 June 2014 p 147

In relation to: ACT Ombudsman complaint handling

Just on the complaints that you receive, how many of the complaints that you receive are complaints that you act on? How many would you knock back?

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

During 2012-13, the Ombudsman received 587 approaches from the public. Of these, the office investigated 128 complaints.

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

Signature: 

Date: 27.6.14

By the Deputy Ombudsman, Mr Richard Glenn