

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



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

Ref: Hansard Transcript - 13 June 2014 p 149

In relation to: ACT Ombudsman complaints and remedies

In the annual report, the figure for financial remedy is 14. You may have a more up-to-date figure on that. Some questions about the financial remedies are: how much have they been—without involving the nature of the case; what are they for; and then how are those determinations made? Is a decision made by the agency to pay someone out, or is that a matter that has been resolved by the court or by arbitration? What is the process?

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

Financial remedies are individually determined by agencies. Following an investigation, the Ombudsman may recommend to agencies that they give consideration to providing a complainant with a financial remedy.

Remedies include debt waivers, fee reductions, reimbursement of a charge or compensation. Alternatively, agencies which are the subject of an investigation by the Ombudsman may, of their own volition, give consideration to providing a financial remedy. Such remedies may range in value from tens of dollars through to several hundred dollars.

The Ombudsman does not have a complete record of the amounts paid to each complainant by an agency as a result of its investigation. Remedies awarded to litigants by courts or as a result of arbitration do not form part of the Ombudsman's jurisdiction and are not included in our Annual Reporting of financial remedies.

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

Signature:

Date: 27.6.14

By the Deputy Ombudsman, Mr Richard Glenn