

Attachment A

Complaint Issues by Agency (Defence)

Agency	Issue Level 1	Discretion at Outset	Preliminary Inquiries	Ombudsman Investigation	Grand Total
DEFENCE	Aircraft noise	6			6
	Cadets	2		1	3
	Core Business	17	13	8	38
	Financial compensation	4	1	1	6
	FOI General Access	1			1
	FOI Personal Access	3	2	4	9
	Gen Publ'Ty/Inf	1		1	2
	Honors and awards		1		1
	Information Products/Publicity	9	5		14
	Other	13	9	5	27
	Recruitment	10	4	1	15
	Tender/Contract	5	2	3	10
	Total	71	37	24	132
AACC	Core Business	2			2
	Total	2			2
ADFA	Discharge/Termination		1	1	2
	Total		1	1	2
AIRFORCE	Adverse report		1		1
	Allowances	1	1	1	3
	Conduct of others	11		1	12
	Debt management	2			2
	Discharge/Termination	6	3	3	12
	Former Member		1		1
	Honors and awards			2	2
	Internal Inquiry/Investigation	10	8	6	24
	Leave		2		2
	Posting	4	1		5
	Promotion	1			1
	Recruitment	1			1
	Removals			1	1
	Reserve Member		2	2	4
	ROSO/UFFS/UTS	1			1
	Serving Member			2	2
	Training and education		1		1
Total	37	20	18	75	

Attachment A (cont.)

Agency	Issue Level 1	Discretion at Outset	Preliminary Inquiries	Ombudsman Investigation	Grand Total
ARMY	ADF Applicant		1		1
	Adverse report	1			1
	Allowances	3	2	1	6
	Cadets	1		1	2
	Conduct of others	9	2	2	13
	Contributions			1	1
	Core Business	2		2	4
	Debt management	1		4	5
	Discharge/Termination	16	6	5	27
	Financial compensation	1		2	3
	FOI Personal Access	1			1
	Former Member	15	6	12	33
	Former Res Mem	1			1
	Gen Publ'Ty/Inf	1			1
	Honors and awards	2	1	1	4
	Internal Inquiry/Investigation	10	10	6	26
	Leave			1	1
	Posting	1			1
	Promotion	1			1
	Recruitment	2	1		3
	Reserve Member	1	1	1	3
	Salary	3	2		5
	Serving Member	26	12	12	50
	Tender/Contract			1	1
	Training and education			1	1
	Transfer			1	1
Total		98	47	53	198
NAVY	Accommodation/Housing	3	2		5
	ADF Applicant	1			1
	Adverse report	1			1
	Allowances	1		1	2
	Conduct of others	2			2
	Core Business	2			2
	Discharge/Termination	3	4	3	10
	Former Member	5	3	4	12
	Internal Inquiry/Investigation	2	4	5	11
	Leave		2		2
	Posting	1			1
	Promotion	1	1		2
	Recruitment	1	1		2
	Reserve Member			2	2
	Salary			2	2
	Serving Member	14	8	8	30
	Total		37	25	25

Attachment B

Reasons for Not Investigating Issues 2004-05

Outcome	DEFENCE	AACC	ADFA	AIRFORCE	ARMY	NAVY	Total
Advise to pursue with agency complained of	44	1	1	30	68	25	169
Advise to pursue with court/tribunal				1		1	2
Advise to pursue with industry/subject specialist	4			1	3	1	9
Agency defect	5			1	4	1	11
Consider by a Member of Parliament/Minister	7				3	2	12
Has been or is being considered by court/tribunal	1			1	1		3
Insufficient interest	1					1	2
No agency defect	9		1	6	15	9	40
Not Determined	3			5	18	13	39
Not warranted in all circumstances	28			20	54	24	126
OOJ	13			3	1	1	18
Over 12 months old	2			1	2	2	7
Related to commercial activity	1						1
Withdrawn by complainant or lapsed	7			1	17	3	28
Written complaint requested but not received	7	1		5	12	4	29
Grand Total	132	2	2	75	198	87	496

Outcome of Complaint Issues Investigated 2004-05

Outcome	DEFENCE	ADFA	AIRFORCE	ARMY	NAVY	Total
Agency defect	5		1	4	1	11
No agency defect	9	1	6	15	9	40
Advise to pursue with agency complained of	2		3	1		6
Advise to pursue with court/tribunal			1			1
Consider by a Member of Parliament/Minister	1			1		2
Not Determined	3		5	17	13	38
Not warranted in all circumstances			2	9	2	13
Withdrawn by complainant or lapsed	1			5		6
Written complaint requested but not received	3			1		4
Grand Total	24	1	18	53	25	121