

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2011-2012**

**Attorney-General's Portfolio**

**Department/Agency:** Office of the Australian Information Commissioner

**Outcome/Program:**

**Topic:** Privacy complaint backlog

**Senator:** Senator Rhiannon

**Question reference number:** 173

**Type of question:** Written

**Date set by the committee for the return of answer:** 2 December 2011

**Number of pages:** 1

**Question:**

Have you made any progress in addressing the historical backlog of privacy complaints and expediting response times?

**Answer:**

The average time to deal with and close a complaint is currently four months. To ensure natural justice, some matters do take longer to resolve. Each party to a complaint must be given the opportunity to put their side of the matter, and some matters can be quite complex, involving a range of parties.