

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN FEDERAL POLICE

Question No. 28

Senator Rhiannon asked the following question at the hearing on 14 February 2012:

Senator RHIANNON: Could you take on notice to provide figures to the committee [on resolution of serious complaints from the public] for this last year? You are saying that things have improved, that the data is presented in a way to make a comparison to what appears in the latest Commonwealth Ombudsman's report.

Mr Wood: Certainly we will take that on notice. I would explain that because we have cleared a number of older matters during the period, the actual average time to resolution does go up for a time while we clear the old ones. What is of particular interest to me as the responsible manager in this area, is that new matters coming in are being dealt with more speedily at the same time as we address the backlog. But I will take that on notice and provide stats that can be compared from period to period.

The answer to the honourable senator's question is as follows:

The AFP has made significant effort to improve the timeliness of complaint handling.

Whilst it is recognised that more work is needed, there is evidence of an improvement in the timeliness of complaint handling. The AFP finalised 166 Category 3 and 4 complaints in Financial Year 2010-11. In the first half of Financial Year 2011-12, 310 Category 3 and 4 complaints have been finalised.

Finalised Category 3 complaints that were submitted in 2011 have an average run-time of 196 days compared to those submitted in 2009 and 2010 (644 and 421 respectively).