

CLIENT FEEDBACK & COMPLAINTS

- The new client feedback management system provides for all areas of the Court to efficiently manage complaints and client feedback in a consistent manner with easier identification of client's issues and improved monitoring and reporting mechanisms.
- Complaints received by the Family Court Registries include issues relating to the shared Family Law Registries (Family Court & Federal Magistrates Court).
- 6 compliments were received during 2007-08.
- During the year **2007-2008**, the Court recorded **206** administrative related complaints. **This is a reduction from the 248 complaints recorded previous financial year.**
- **75** judicial related complaints were received during 2007-08.
- Complaints are acknowledged within 5 days and replied within 20 days. There were **20** replies recorded as outstanding beyond the 20 days. However, there have been problems with data input on the system, which are currently being addressed by a major system upgrade.
- **The total number of complaints received represents less than 0.5% of Family Court clients.**

Total Complaints		
2004/05	369	New complaints data base
2005/06	272	reduction from previous year
2006/07	248	reduction from previous year
2007/08	206	reduction from previous year
	206	Non-judicial
	75	Judicial

- The number of issues raised in correspondence total **181** compared to **289** for the same period last year¹.
- Issues raised in judicial complaints include **44** allegations concerning judicial conduct (during proceedings) and **31** regarding the time taken in delivery of reserved judgments.
- As a single complaint can often include several issues, the table below sets out the nature of complaints as a percentage of total issues raised.

¹ Due to system problems, data entry was delayed in some locations and this may have affected the number of issues recorded for this period.) Administrative processes and judicial outcomes constitute the majority of issues brought to the Court by way of complaint. Trends are brought to the attention of Registries concerned, however it is important to note that not all issues brought to the Court by way of complaint are justified or proven.

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Prepared by: ~~John G. ...~~

Phone: ~~02 9223 7419~~

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Nature of Complaints		% of total issues raised	
		2006/07	2007/08
Administrative			
Court administration	Issues about policy, procedures, processes and Court staff including Registrars and Family Consultants.	38%	56%
Outside jurisdiction of the Family Court	Issues regarding Family Law legislation, government policy and matters in other jurisdictions.	11%	33%
Court Proceedings			
Court proceedings	Issues relating to the outcome of family law proceedings and events.	36%	11%

- Refer Attachment A – complaints issues in detail

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