

Department of Housing and Public Works  
Estimate Briefing Note

## Complaints

### Dispute Notifications

Dispute Notifications	2010-11	2011-12	2012-13
Received	5625	4726	4843
Finalised	5631	5315	4621

**Note:** the reduction in dispute notifications finalised was due to an increase in complaints received in between late November 2012 and early February 2013 due to heavy rains over that period.

### Major Compliance activities

Compliance Activity	2011-12	2012-13
Advertising	814	496
Fit and Proper Investigations	37	44
DBCA Investigations (including Min. Approved audit)	314	388
Financial audits	451	529
Possible AATO Breaches	963	834
Improper use of a licence	90	89
Judgment Debts	356	595
Unlawful building work	780	522

### Service Complaints

	2011-12	2012-13
Enquiries	114	106
Service Complaints	64	130
Compliments	24	48
Suggestions	14	38
Total	246	322

**Ombudsman Referrals (7)**

[REDACTED]

(Majority referred to BSA because service complaint process not exhausted)

**Crime and Misconduct Commission (4)**

[REDACTED]

**BICRU**

15 complaints (estimate only) referred to BSA since 1 July 2012. BSA has provided briefs on request.

2 letters containing official recommendations

According to BICRU

Complaints - 51 of which 19 are under review

23 received ministerial response

9 requested to provide additional information