



## Complaints involving Aboriginal and Torres Strait Islander corporations

1 July to 31 December 2011

Report reissued August 2012

The complaints carried forward for previous years have been removed because the methodology to account for complaints finalised has been adjusted.

### Introduction

This report provides an overview of complaints submitted to the Registrar between 1 July and 31 December 2011. It also includes some comparisons to data from previous years.

As at 31 December 2011 a total of 2340 Aboriginal and Torres Strait Islander corporations were registered under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act).

### Key findings

For the six months between 1 July and 31 December 2011:

- » **262 complaints were received**
- » **264 complaints were finalised**
- » the average number of complaints received each month was **44**
- » the average number of days to finalise complaints by type was:
  - straightforward—**one day**
  - detailed—**six days**
  - complex—**40 days**
- » most complaints related to the conduct of **directors and officers**.

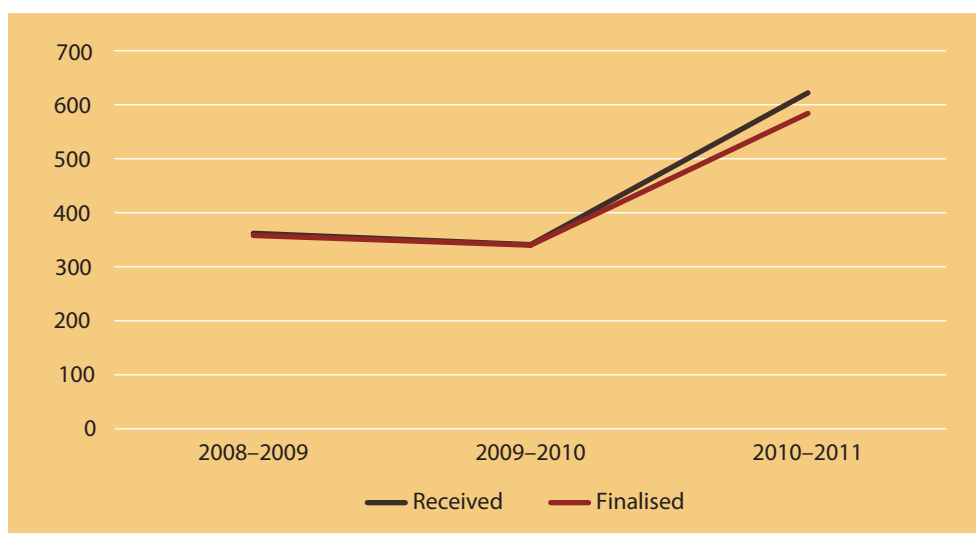
## Changes in the number of complaints over recent years

The number of complaints received by the Registrar during 2010–11 almost doubled (from 341 to 622) from the previous year. The increase in complaints can be attributed to a greater awareness of the Registrar's complaints-handling service and sustained 'complaint campaigns' in relation to a number of particular corporations.

**Table 1: Number of complaints managed by the Registrar from 2008–09 to 2010–11**

Year	Number received	Number finalised
2008–09	362	358
2009–10	341	340
2010–11	622	597

**Figure 1: Number of complaints managed by the Registrar from 2008–09 to 2010**



From 1 July to 31 December 2011 a total of 262 complaints were received—see table 2. If this trend is maintained over the second six months of 2011–12 (that is, from 1 January to 30 June 2012) the result will be a drop of around 15 per cent compared to the previous year. This is partly explained by the new approach taken from 1 July 2011 in recording multiple complaints about a similar theme or subject matter as one complaint.

**Table 2: Number of complaints managed by the Registrar from 1 July to 31 December 2011**

Complaints	Number of complaints
Received during Jul–Dec 2011	262
Finalised during Jul–Dec 2011	264
Carried over to the next period	28

## Dealing with complaints

**Table 3: Average number of days to finalise complaints by type from 1 July to 31 December 2011**

	Straightforward	Detailed	Complex
July 2011	1	4	48
August 2011	2	3	42
September 2011	1	4	41
October 2011	1	9	43
November 2011	2	11	31
December 2011	1	7	36

## Types of complaints

**Table 4: Top five complaint categories from 1 July to 31 December 2011**

Rank	Complaint category	Number
1	Corporation directors and officers <sup>1</sup>	69
2	Multiple categories <sup>2</sup>	54
3	Corporation meetings <sup>3</sup>	44
4	Record keeping and financial issues <sup>4</sup>	27
5	Other <sup>5</sup>	24

Notes:

1. Complaints about the conduct of directors or breaches of directors, officers or employees' duties.
2. Complaints covering several complaint categories.
3. Complaints that members or directors' meetings are not being held or meetings are not being held in accordance with the corporation's rules or the CATSI Act.
4. Allegations of financial irregularities or misuse/misappropriation of corporation funds, members are not being given information about the corporation's finances, corporation records not being accurately kept, or the corporation trading while insolvent.
5. Governance issues and concerns not covered in other complaint categories.

## Geographic spread of complaints

Figure 2: Complaints by state and territory, 1 July to 31 December 2011

