

Table 1 – Public Complaints - Performance to 31 March 2009

		Target	2006/07		2007/08		2008/09		Quarter 1 Apr 09 - Jun 09		Quarter 2 Jul 09 - Sep 09		Quarter 3 Oct 09 - Dec 09		Quarter 4 Jan 10 - Mar 10		2009/10 FTD		
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
PUBLIC COMPLAINTS	Live cases	Live cases over 64 days	N/A																
	Completing All Cases	Average days to complete	Less than 64 days		53	-	51	-	49	-									
	Completing Local Resolution Cases	Average days DPS	N/A		45	-	56	-	62	-									
		Average days OCU	Less than 43 days		27	-	32	-	38	-									
	Local Resolution Cases Achieved	Percentage DPS	Less than 40%		1602	52%	1128	39%	1613	42%									
		Percentage OCU	Greater than 60%		1486	48%	1757	61%	2250	58%									
	Allegations Recorded	Oppressive Behaviour	N/A	2524	27.6%	2587	27.3%	3044	25.5%										
		Discriminatory Behaviour		555	6.1%	633	6.7%	885	7.4%										
		Malpractice		547	6.0%	604	6.4%	828	6.9%										
		Failures in Duty		3520	38.5%	3523	37.2%	4554	38.2%										
		Incivility		1663	18.2%	1917	20.3%	2300	19.3%										
		Traffic Irregularity		87	1.0%	70	0.7%	104	0.9%										
		Other		240	2.6%	130	1.4%	210	1.8%										
		<i>MPS Total</i>			9136		9464		11925										
	Allegation Results	Local Resolution	N/A	3088	35.1%	2885	32.6%	3863	33.6%										
		Dispensation		762	8.6%	1217	13.8%	1283	11.2%										
		Discontinuance		45	0.5%	113	1.3%	133	1.2%										
		Withdrawn		1540	17.5%	1405	15.9%	1384	12.0%										
		Unsubstantiated		2342	26.6%	2552	28.9%	3797	33.1%										
		Substantiated		142	1.6%	141	1.6%	164	1.4%										
Not Recorded		891		10.1%	530	6.0%	863	7.5%											
<i>MPS Total</i>		8810		8843		11487													
Number of Appeals Made to IPCC by Type and Outcome	Non-Recording - Not Upheld	N/A	65	67.7%	55	42.6%	32	47.1%											
	Non-Recording - Upheld		28	29.2%	61	47.3%	25	36.8%											
	Non-Recording - Not Valid		3	3.1%	13	10.1%	11	16.2%											
	<i>Non-Recording Total</i>		96		129		68												
	Local Resolution - Not Upheld	N/A	36	69.2%	40	54.8%	30	36.6%											
	Local Resolution - Upheld		15	28.8%	20	27.4%	35	42.7%											
	Local Resolution - Not Valid		1	1.9%	13	17.8%	17	20.7%											
	<i>Local Resolution Total</i>		52		73		82												
	Outcome - Not Upheld	N/A	328	88.2%	378	73.0%	353	68.0%											
	Outcome - Upheld		36	9.7%	106	20.5%	124	23.9%											
	Outcome - Not Valid		8	2.2%	34	6.6%	42	8.1%											
	<i>Outcome Total</i>		372		518		519												
IPCC - Not Upheld	N/A	429	82.5%	473	65.7%	415	62.0%												
IPCC - Upheld		79	15.2%	187	26.0%	184	27.5%												
IPCC - Not Valid		12	2.3%	60	8.3%	70	10.5%												
<i>IPCC Total</i>		520		720		669													