



## Complaints involving Aboriginal and Torres Strait Islander corporations

1 January to 30 June 2012

Report prepared September 2012

### Introduction

This report provides an overview of complaints submitted to the Registrar between 1 January and 30 June 2012. It also includes some comparisons to data from previous years.

As at 30 June 2012 a total of 2391 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 January and 30 June 2012:

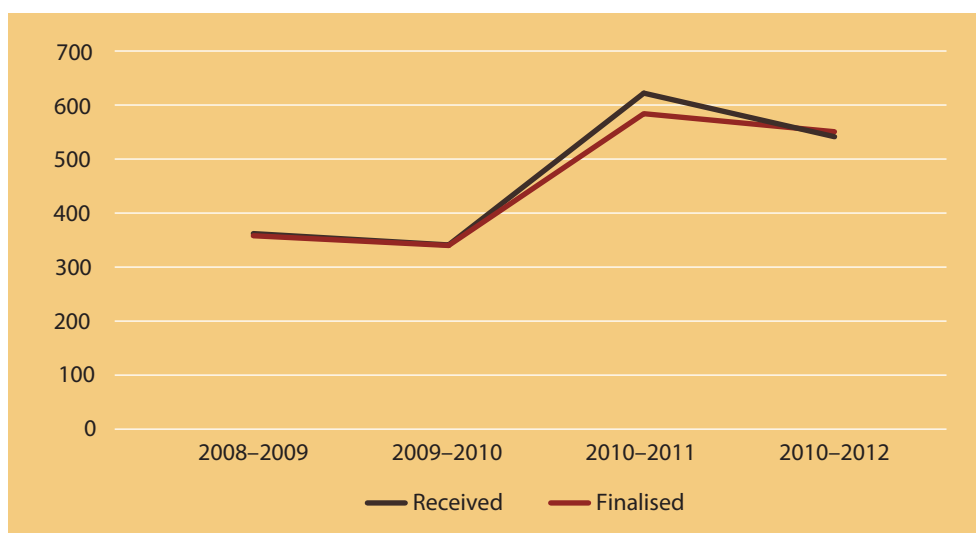
- » **279** complaints were received
- » **280** complaints were finalised
- » the average number of complaints received each month was **46.5**
- » the average number of days to finalise complaints by type was:
  - straightforward—**two days**
  - detailed—**nine days**
  - complex—**35 days**
- » most complaints related to the conduct of **directors and officers**.

## Changes in the number of complaints over recent years

**Table 1: Number of complaints managed by the Registrar from 2008–09 to 2011–12**

Year	Number received	Number finalised	Number carried over to the next year
2008–09	362	358	4
2009–10	341	340	5
2010–11	622	597	30
2011–12	541	544	27

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



From 1 January to 30 June 2012, a total of 279 complaints were received—see table 2. This brings the total of complaints received in the financial year 2011–12 to 541, which is a drop of 13 per cent. 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 January to 30 June 2012**

Complaints	Number of complaints
Carried over from previous period	28
Received during Jan–Jun 2012	279
Finalised during Jan–Jun 2012	280
Carried over to the next period	27

## Dealing with complaints

**Table 3: Average number of days to finalise complaints by type from 1 January to 30 June 2012**

	Straightforward	Detailed	Complex
January 2012	2	12	39
February 2012	5	9	42
March 2012	1	7	34
April 2012	3	7	17
May 2012	1	10	38
June 2012	2	8	39

## Types of complaints

**Table 4: Top five complaint categories from 1 January to 30 June 2012**

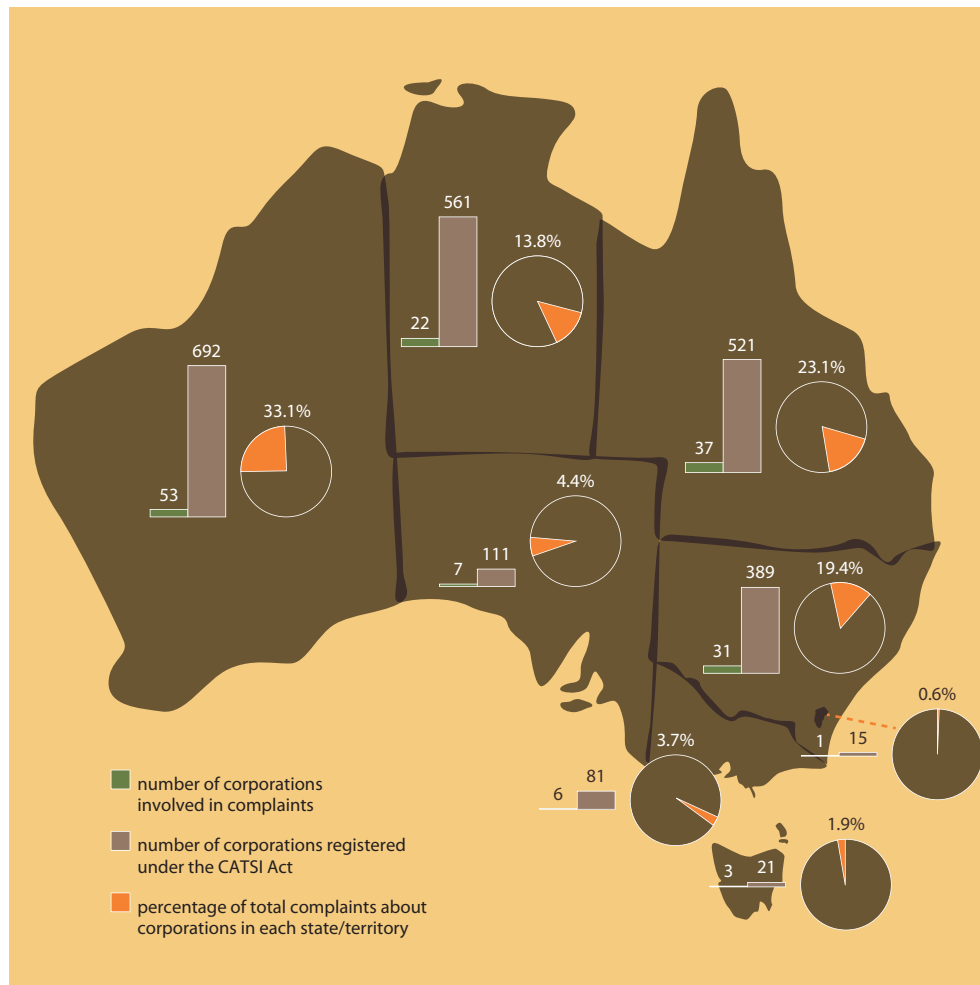
Rank	Complaint category	Number
1	Corporation directors and officers <sup>1</sup>	89
2	Multiple categories <sup>2</sup>	75
3	Corporation meetings <sup>3</sup>	29
4	Membership issues <sup>4</sup>	22
5	Record keeping and financial issues <sup>5</sup>	19

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. Complaints about the management of memberships, including incorrect membership details, removal of members or members not being provided with information about their membership.
5. 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.

## Geographic spread of complaints

Figure 2: Complaints by state and territory, 1 January to 30 June 2012



## Proportional level of complaints

Table 2: Percentage of corporations complained about by state/territory, 1 July to 31 December 2011 and 1 January to 30 June 2012

