



Complaints involving Aboriginal and Torres Strait Islander corporations

1 January to 30 June 2014

Report prepared August 2014

Introduction

This report provides an overview of complaints submitted to the Registrar between 1 January and 30 June 2014. It also includes some comparisons to data from previous years.

As at 30 June 2014 a total of **2596** 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 2014

- » **378** complaints were received
- » **392** complaints were finalised
- » the average number of complaints received each month was 63
- » the average number of days to finalise complaints by type was:
 - straightforward—**two days (previous period 1 day)**
 - detailed—**10 days (same as previous period)**
 - complex—**47 days (previous period 51 days)**
- » most complaints related to the conduct of **directors and officers** (128).

Changes in the number of complaints over recent years

Complaints numbers have continued to increase over the past 24 months (Table 1).

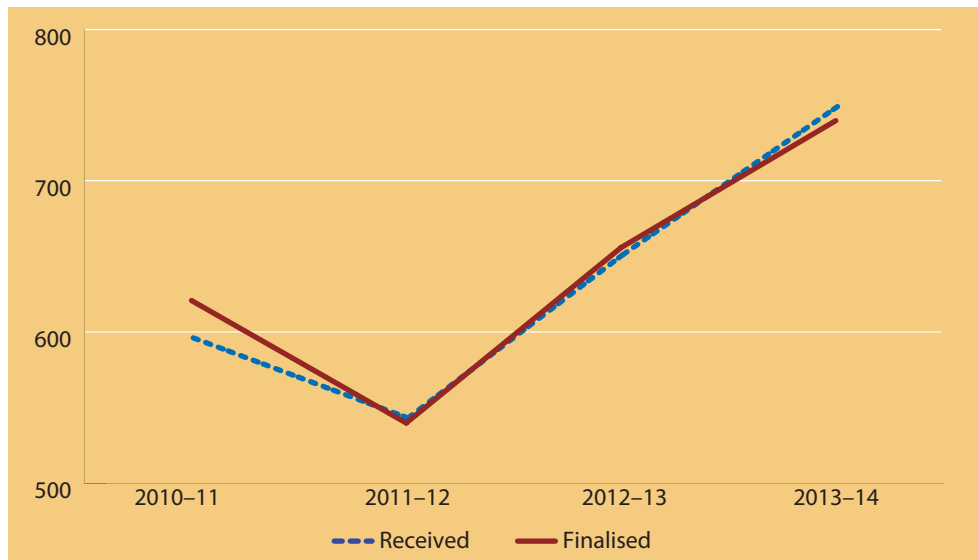
Table 1: Number of complaints received and finalised, six-monthly periods

Six-monthly period	Number received	Number finalised
1 July to 31 December 2012	316	320
1 January to 30 June 2013	341	332
1 July to 31 December 2013	363	358
1 January to 30 June 2014	378	392

Table 2: Number of complaints received and finalised, 2010–11 to 2013–14

Year	Number received	Number finalised	Number carried over to the next year
2010–11	622	597	30
2011–12	541	544	27
2012–13	657	652	32
2013–14	741	750	23

Figure 1: Number of complaints received and finalised 2010–11 to 2013–14



Dealing with complaints

Table 3: Average number of days to finalise complaints by type, 1 January to 30 June 2014

	Straightforward	Detailed	Complex
January 2014	1	9	35
February 2014	3	9	46
March 2014	2	10	48
April 2014	1	12	57
May 2014	2	9	22
June 2014	1	11	74
Average for six-month period (rounded)	2	10	47

Table 4: Number of complaints received by complexity over past three reporting periods

	January to June 2013	July to December 2013	January to June 2014
Straightforward	95	135	90
Detailed	130	132	140
Complex	107	96	148
Total	332	363	378

Categories of complaints

Table 5: Top five complaint categories from 1 January to 30 June 2014

Rank	Complaint category	Number
1	Corporation directors and officers ¹	128
2	Multiple categories ²	126
3	Corporation meetings ³	39
4	Record keeping and financial issues ⁴	31
5	Membership issues ⁵	15

Notes:

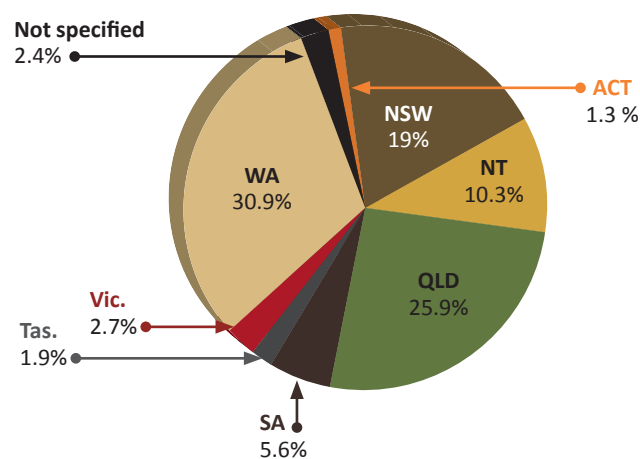
1. Complaints about the conduct of directors or breaches of directors, officers or employees' duties.
2. This group of complaints cover a wide range of issues not captured within the other definitions of complaints. It can include, but is not limited to, native title issues, staffing complaints, allegations and documentation.
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. Also includes follow-up by the Registrar's office of financial irregularities and concerns resulting from a review of audited financial statements lodged by corporations.
5. Complaints about the management of memberships, including incorrect membership details, removal of members or members not being provided with information about their membership.

Geographic spread of complaints

Figure 2: Number of corporations involved in complaints by state and territory, 1 January to 30 June 2014



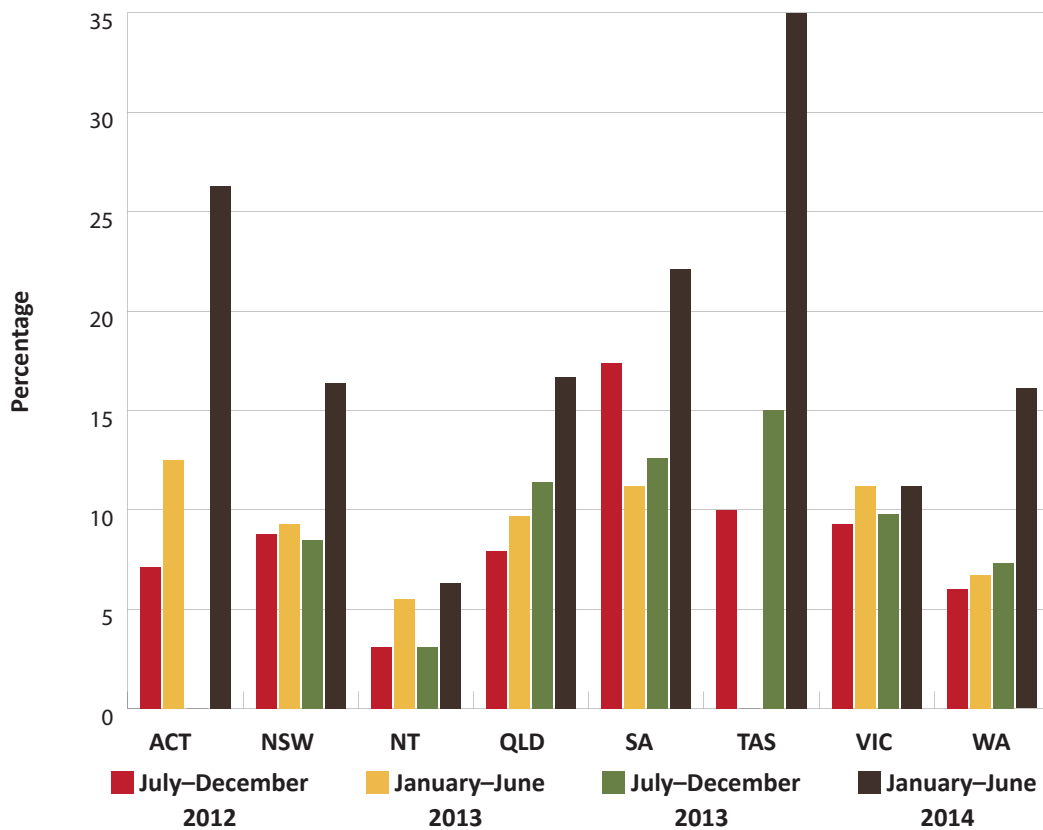
Figure 3: Corporations involved in complaints by state and territory, 1 January to 30 June 2014



Proportional level of corporations involved in complaints

Figure 4 represents the number of corporations involved in complaints in each state/territory as a percentage of the total number of corporations registered in that state/territory.

Figure 4: Percentage of corporations involved in complaints by state/territory, 1 July 2012 to 30 June 2014



The Registrar promotes the timely consideration of complaints by corporations and has produced two fact sheets which may be of help when considering how to manage complaints or finding out more about members' rights—*Complaints involving corporations* and *Members' rights*. The Registrar also produces a regular newsletter, the *ORIC Oracle*, containing useful information such as the roles of the CEO, directors and the chairperson, and how to call corporation meetings. Please see the Registrar's website for the relevant information at www.oric.gov.au.