

63,843

This data was captured on 19 February 2025. Although searches were conducted for complaints between 01/01/2017 and 08/02/2025, it is possible that a small number of complaints may have been reclassified or backdated into or outside of those dates.

Outcome

Act of Grace payment	1
Action expedited	352
Agency apology	127
Agency officer counselled or disciplined	115
Agency undertook to reconsider matter	195
CDDA Scheme payment	14
Change to policy/practice/law	42
Debt waived or reduced	130
Decision changed	105
Fee refunded/waived/reduced	46
Other financial remedy	74
Other non-financial remedy	90
Payment granted	381
Payment increased	28
Payment restored	120
Penalty waived or reduced	8
Better explanation - by agency	618
Better explanation - by Ombo	901
No remedy	294
Remedy provided by agency without Ombudsman Intervention	65
Total	3706

42

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Change to policy/practice/law	Number
Non-programme Service Centrepay	8
Debt Automated data matching	6
Family tax benefit Debt Recovery method	3
Family tax benefit ARO review Primary payment Debt	2
Non-programme Service Complaints service	2
Records management	2
Age pension ARO review Primary payment Claim	1
Age pension Payment while overseas Primary payment	1
Carer payment Claim Primary payment	1
Carer payment Payment rate Primary payment	1
Complaint handling	1
Crisis payment CDDA	1
Disability support pension ARO review Primary payment Claim	1
Family tax benefit Claim Primary payment	1
myGov Privacy	1
Newstart allowance ARO review Primary payment Claim	1
Newstart allowance ARO review Primary payment Ongoing payment	1
Newstart allowance Claim Primary payment	1
Newstart allowance Job capacity assessment	1
Newstart allowance Payment suspension / cancellation Primary payment	1
Non-programme Service Restricted Servicing Arrangement Telephone service	1
Non-programme Service Telephone service Standard of service	1
Youth allowance Oral advice / information provided	1
Debt\Automated data matching Debt Automated data matching	1
Non-programme Service\Letters Non-programme Service Counter service Standard of service	1

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